

Shop Manager – Surbiton (Full Time)

Job description and person specification

Imagine being told that you, or someone you love, is losing their sight. In that moment, two profound questions demand urgent answers:

- Can this be stopped?
- How will I live my life?

Currently, research into preventing and treating sight loss is chronically underfunded, receiving a mere 1.2% of publicly funded health research grants: people who are blind or vision impaired are three times more likely to experience loneliness and isolation than the general population.

We find and fund the brilliant minds and bright ideas that put change in sight. Our researchers are at the forefront, making breakthroughs and discoveries that will prevent, treat and cure eye disease. The partnerships we build and initiatives we support are changing life for blind and vision impaired people.

We are Fight for Sight: we won't stop until we: **Save Sight. Change Lives.**

We have a clear ambition and have the support of [well-respected and highly engaged ambassadors](#). We are now looking for experienced, committed, and creative individuals to join our dynamic team to help realise a new five-year growth strategy. **You'll be part of something impactful, we'd love to hear from you.**

We are now looking for experienced, committed, and creative individuals to join our dynamic team as we devise and launch a new five-year strategy. You'll be part of something impactful, we'd love to hear from you.

The Shop Manager will play a crucial role in the future growth of our newly merged charity and the impact that we can achieve through partnership for people with sight loss.

Responsible to

Commercial Manager

Direct reports

Immediately responsible for recruiting and developing a team of dedicated volunteers. In due course the role and responsibilities may grow in line with organisational growth and priorities.

Working hours and contract

Permanent, Full time

35 hours, 5 days per week but flexible over a seven-day rota

Salary

Minimum £25,207 per annum depending on experience

Location

Surbiton

How to Apply

Please submit your CV and a covering letter to: recruitment@fightforsight.org.uk with subject header – **Shop Manager – Surbiton**

Your covering letter should include a supporting statement (max two pages) comprising why you think you are an ideal candidate for the role, what applicable experience you'll bring and why you want to work for Fight for Sight?

Closing date for applications: Rolling

Early applications are encouraged. We will be interviewing on a rolling basis; therefore, we will close the vacancy as soon as we have found the right candidate.

Important note: All applicants must have the Right to Work in the UK.

Unfortunately, we do not have a sponsoring license for non-UK employees which means that if you do not have a current, valid UK working permit, please do not apply, as we will not be able to consider your application.

Role Responsibilities

Purpose of Job

- To coach, lead and manage a team of volunteers
- Drive sales performance to exceed targets, maximising cost efficiency
- Maximise shop profits through delivery of the retail strategy, including income, gift aid donor sign up and conversion, donations and other income generators.
- To achieve compliance with relevant regulation e.g., health and safety and safeguarding, whilst adhering to all policies and procedures
- To promote strong relations within the local community to enhance the profile and good name of the charity

Main Responsibilities

- To deliver shop income plan
- To achieve gift aid income objectives, donor sign up and conversion. Improving processes to deliver maximum value, coaching colleagues to success
- To support and manage volunteer pricing to ensure items are processed in line with policies and procedures, recognising and thanking the team for their contribution
- To develop a culture of ownership and follow up within own team and volunteers
- To adhere to safe, legal & secure requirements and standards for the shop, both front and back of house
- To induct, train and coach new colleagues, as evidenced through induction paperwork and development plans
- To role model and promote effective team communication, celebrating success and sharing best practice
- To liaise closely with the Warehouse Manager, Relief Support and Volunteer Manager and Commercial Manager
- To role model exceptional customer service to supporters and donors, providing feedback in a timely manner
- To ensure the highest standards of customer care and service are demonstrated by self, line reports and volunteers
- Promote, monitor and act on internal and external customer feedback
- To evidence effective local networking to generate donations and volunteer engagement, including local business and other stakeholders
- To monitor and check security of stock and debrief variances with the Commercial Manager

- To proactively assess own development needs and seek out development opportunities to enhance contribution to Retail objectives and operations
- To take ownership of good housekeeping for all areas of responsibility
- To accept responsibility and carry out any other task commensurate to the role

Person specification:

Skills, knowledge & experience

Sales and Profit

- Monitor and be accountable for sales and category performance, as well as ensure that the team are aware of and engaged in the shop's financial performance
- Foster a creative and entrepreneurial shop environment where team members seek to maximise income in new and innovative ways both within the shop and through a variety of channels, such as community events
- Manage the team to maximise income from Gift Aid on donated products
- Ensure that all of Fight for Sight financial procedures are adhered to and executed in a timely fashion by the shop team

Shop Floor

- Ensure sourcing sufficient levels of donated stock locally in collaboration with the shop team
- Establish efficient and commercially successful stock processing systems (such as pricing, quality standards, consumer safety, stock density and culling stock), including backroom systems and ensure these are adhered to by the volunteer team. Ensure that all legal and Fight for Sight internal regulations regarding donated stock are adhered to
- Inspire the team to provide a great customer and donor experience, which enables Fight for Sight to attract new supporters every day. Ensure that feedback, including complaints are escalated to the Commercial Manager within the agreed timeframes
- Empower the team to create original, appropriate and commercially successful visual merchandising displays, including shop windows
- Make sure that all procedures for the sale of new products are followed by the volunteer team (if applicable)
- Work with the Commercial Manager to ensure our shops are in good condition, maximise their potential and are fit for purpose
- Provide a safe and healthy working environment and ensure that all team members are aware of and operate within Fight for Sight's health and

safety policies and procedures, including waste management and customer safety

Leadership – Volunteers

- Recruit, induct, and retain an inclusive and diverse volunteer team, which is large enough in numbers and capable to maximise the shop's income and profitability and guarantee the smooth running of the shop.
- Maintain an empowered, well trained, motivated and engaged volunteer team with excellent levels of communication at team and individual level.
- Connect the volunteer team with Fight for Sight's work and help them to understand the value of their contribution

Leadership - Paid Staff

- Recruit, induct, and retain an inclusive and diverse volunteer team, which is large enough in numbers and capable to maximise the shop's income and profitability and guarantee the smooth running of the shop.
- Maintain an empowered, well trained, motivated and engaged volunteer team with excellent levels of communication at team and individual level.
- Connect the volunteer team with Fight for Sight work and help them to understand the value of their contribution.

Management - being part of Fight for Sight

- Play active part in the charity, including attending and contributing to all-staff meetings
- Play a key role in enabling the shop to represent Fight for Sight and increase the knowledge of the local community about our mission and work
- Be accountable for the integration of the shop into the local community in collaboration with the shop team
- Empower the team to respond to all appeals and fundraising opportunities.
- Adhere to and enforce Fight for Sight safeguarding policies.

Other

- Required to adhere to Fight for Sight's vision, mission and values
- Understanding of and commitment to adhere to equality, diversity, and staff health and wellbeing principles

Personal qualities

- The ability to work under pressure whilst remaining calm and organised
- To be receptive to change and to act as a change agent

- The ability to maintain excellent rapport with staff, volunteers, supporters, and donors
- To demonstrate a calm and logical approach to problem solving
- To consistently demonstrate a dedicated approach to the quality of customer service and team working.
- Comfortable working in a small team both strategically and operationally
- Commitment to teamwork, business partnering and a collegiate approach – with a 'can do' attitude and a sense of humour.
- Able to provide positive, dynamic, tenacious and flexible leadership at all times.
- Results-driven, able to measure and quantify own outcomes.
- Adaptable to changing landscape and evolving organisation.
- Willing and able to operate at pace in an organisation going through rapid change, using your initiative and delivering to tight deadlines
- Excellent verbal and written communication skills
- Highly organised with ability to plan effectively and allocate resources appropriately.
- An understanding of and commitment to London's blind and partially sighted people.

Flexibility

The role description is a general outline of duties and responsibilities and may be amended as we grow. The post holder may be required to undertake other duties as may be reasonably required from time to time.

Employee benefits

We value our staff and volunteers and want to make sure that they are supported in their work. Other benefits we also offer are:

- A great team and a supportive culture
- Employer pension contributions matching up to 10%, and death in service cover
- Generous parental leave
- Flexible/hybrid working options
- Apprenticeships scheme, study leave and financial support for training & development
- Cycle to work scheme, eye test vouchers, and a staff loan scheme, access to an Employee Assistance Program
- An active Social Committee and staff events

Application & Interview process

See above (page 2) for How to Apply. Please note that we value the authenticity and individuality of our applicants and believe that your CV and cover letter should reflect your unique skills, experiences, and personality. Therefore, please refrain from using AI tools, including ChatGPT, to produce your application materials. Applications drafted with the assistance of AI will be automatically rejected.

Successfully shortlisted applicants will be invited to interview online via MS Teams.

Accessibility

We believe in fostering an inclusive environment where all individuals, regardless of their abilities or circumstances, feel supported and valued. If you have any accessibility requirements or specific needs that you would like us to accommodate during the application process, please let us know. If you are unfamiliar with MS Teams and would like to familiarise yourself with the platform before the interview, we are more than happy to arrange a tech run-through to ensure your comfort and confidence.

Equal opportunities, diversity & inclusion

Don't meet every single requirement? At Fight for Sight we are dedicated to building a diverse and inclusive workforce, so if you're excited about this role but your past experience doesn't align perfectly with every item in the job description, we encourage you to apply anyway. You may be just the right candidate for this or other roles that we have.

We have an inclusive and accessible recruitment process, including any adjustments required to support people from diverse community groups.

EDI Monitoring Form: Fight for Sight is an equal opportunities employer and particularly welcomes applications from people with sight loss. We treat everyone fairly and equitably across the organisation, including providing any additional support and adjustments needed for everyone to thrive. We would appreciate it if you could fill in this Equality and Diversity Monitoring form when applying for our roles. These answers are anonymous and will not affect your application: <https://www.surveymonkey.co.uk/r/VFEqualityDiversity>

Other information

We draw your attention to some important policies that govern the research that our charity funds. You can find these [here](#).