**Kickstart Scheme**

**Customer Service Assistant**

**Job Title:**  Customer Service Assistant

**Contract:** 25 hours per week (five days per week on a seven-day rota)

**Salary:** £10.85 (London Living Wage)

**Location:** 356 Norwood Road, West Norwood. London, SE27 9AU

We at the Vision Foundation believe passionately that people living with sight loss should have the same opportunities as anyone else. We strive to ensure London is a city that works for everyone and that avoidable sight loss is prevented. The coronavirus crisis has affected all of us, but we are not affected equally. For blind and partially sighted people - an already isolated, disadvantaged and socially excluded group - the effects have been amplified.

You will help us raise vital funds for our work, and you will make a real difference to people living with sight and their families at a time of need.

We particularly welcome applications from people living with sight loss. Equality and inclusion are at the heart of our mission. We are committed to creating a diverse and inclusive environment.

**About your role**

This role is based mainly on the shop floor welcoming and interacting with customers, offering help with any questions they have and serving them on the till. Training on the till will be given so that you can provide excellent service to our loyal customers ensuring they have a great experience in-store. As well as selling items at the till point you will be helping with other tasks such as sorting and pricing donations, rotating stock, visual merchandising, security and maintaining a safe environment for our customers and employees.

**Skills you will gain:**

* Customer service
* Till operation
* Retail sales floor skills
* Visual merchandising
* Stock management
* Health and safety
* Teamwork
* Communication
* Experience working for a disability charity

**Essential skills and experience**

You do not need special skills or experience to apply for this role, just a positive attitude and a friendly approach to chatting with other people.

We welcome applications from anyone who is interested in charity shops, passionate about sight loss, wants to learn something new, or is keen to meet people.

**Details of employability support**

Vision Foundation will be supported by [EY Foundation](https://www.ey.com/en_uk/corporate-responsibility/ey-foundation) who will run a programme of employability support, details below. In addition to this, as experienced recruiters, we will also support with CV preparation, interview skills and be able to share our experience and knowledge to support their future job search.

EY Foundation is a charity which specialises in supporting young people to become work-ready and to access and retain employment. Their support will include:

• Presentation and communication skills

• CV writing

• Interview skills

• Personal brand

• Team working and problem-solving

• Maintaining good mental health at work

• Mentoring

• Working remotely and traveling to work

• And a progression coach to provide one-to-one support for the young people in accessing and applying for roles post their Kickstart placement.

We are experienced in providing the following support:

• Attendance

• Timekeeping and traveling to work

• Communication skills

• Teamwork

• CV writing and support with applying for jobs

**How to apply:**

To proceed with your application, we will need to receive a referral from your work coach. When you contact them, please quote the job title, organisation name, and postcode. In the meantime, you can still submit your CV and a supporting statement to Phil Beaven: PBeaven@visionfoundation.org.uk by Thursday 1st July 2021.