**Minimum time commitment:** 4 hours per week

**Volunteer Donations Hub Assistant**  
  
Gain skills and help raise vital funds by volunteering in your local community.  
  
**Volunteering at Vision Foundation**  
  
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.

The Vision Foundation is a sector leader in London standing up for the rights and freedoms of people living with sight loss. The charity funds organisations providing front-line projects and services across the capital, and works collaboratively through researching, building capacity, funding and investing, and advocacy. Perhaps unusually for a foundation, we raise funds for our grant making and support through an energetic fundraising team and a small but important retail operation. This role will work with and alongside fundraising and retail to ensure we maximise the income for the charity, to enable us to give as much as we can to benefit blind and partially sighted Londoners.

Our work is more than just providing support. It’s also about amplifying voices to ensure that blind and partially sighted people are heard. And it’s about changing our society and the systems that structure it, by inspiring more people to advocate and take action.

We’ve been going for a hundred years but following a cultural and organisational re-shaping, including a new strategy and rebrand last year, we have many of the characteristics of a start-up. We have energy and drive, we move at pace – and we are still in the early stages of our journey to become the progressive, impact-focused grant maker that we aspire to be. You can read more about this on our [website](https://www.visionfoundation.org.uk/about-us/).    
  
As a volunteer you’ll help raise vital funds for our work, getting stock out to our different shops across London. You’ll 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 at our South London Donations and Online Hub in West Norwood, where we receive all our donated clothing, textiles, accessories, and more through the Vision Foundation shops. We focus on sorting, pricing, showcasing and finding the right location for our fabulous donations, from on trend high street to designer labels and vintage pieces.

No experience needed - everyone has something to offer whether you’re looking to build your CV, skills, or confidence by volunteering at our exciting donations hub. You can try a bit of everything or specialise in key areas; such as:

**Garment Care:** Your role is designed to make the most out of each donation. You'll be responsible for hanging clothing and cleaning homewares, identifying rare or damaged items and if you're handy with a needle and thread, helping out with basic repairs.

**Warehouse Operations:** Your role is essential in giving the best possible customer service. You'll be responsible for picking orders for stock which have been sent through from shops, packing them and sending them on their way to the shops’ customers. There is also the opportunity to help with the delivery of items of into shops, and to visit and assist the work of the dedicated shop teams.

All training will be given so that you’ll be able to work sorting and discovering wonderful donated items. As well as sending items out to shops you may be asked from time to time to help with other tasks such as researching extra special items for our online shop.

**Where and when**

You will be based at our South London donations hub behind one of our seven charity shops in West Norwood. We’d love your help for as little as one shift a week, but if you can give more time that would help us even more:

* Monday to Friday (No weekend shifts)
* We cannot offer working remotely
* Chat to us about the hours and days that suit you.

**Skills needed**

You don’t need special skills or experience to volunteer, just a positive attitude and a friendly approach to chatting with other people. We welcome anyone who is interested in charity shops, passionate about sight loss, wants to learn something new, or is keen to meet people.

**Skills you’ll gain**

* Operations, organising and planning
* Retail skills and merchandising
* Stock management and appraisal
* Health and safety
* Teamwork
* Communication skills
* Valuable experience for your CV
* Experience in operating within a London disability charity

**Support you’ll get**

* Volunteer induction into Vision Foundation
* Relevant training to do your role efficiently and safely
* One to one support and regular catch ups with your manager
* Agreed out of pocket expenses (if you have any)
* Reasonable adjustments to make the role accessible to you
* A work-related reference for you

**Safeguarding**

Safeguarding is everyone’s responsibility. Vision Foundation is committed to safeguarding and promoting the welfare and wellbeing of children and adults at risk, whether receiving services or being staff or volunteers. It expects all trustees, staff and volunteers to share this commitment.