



RETAIL SUPPORT & VOLUNTEER MANAGER – LONDON

ROLE AND PERSON SPECIFICATION

Permanent, full-time

Remuneration - £25,000 - £30,000 plus OTE Bonus and travel costs

The Vision Foundation has been supporting and speaking out on behalf of blind and partially sighted people across London for close to 100 years. We support organisations that provide a necessary lifeline and essential resource for London's visually impaired community.

But people living with sight loss in the capital are facing significant and growing challenges, and ever worsening life chances. Meanwhile, a very high and growing number of people are needlessly going blind. We have identified that the Vision Foundation can play a critical and unique role in both saving sight and transforming lives by working in partnership with others to deliver projects which inform, empower, and include.

[A new strategy](#), launched along with our new name in October 2019, gives us the opportunity to have more impact than ever before. We will work to improve the opportunities, wellbeing and inclusion for blind and partially sighted people. We will do more to ensure London is open and welcoming to the visually impaired community across employment, and social and cultural spaces. We will strive to reduce loneliness and isolation. And we will ensure that blind and partially sighted people further marginalised through homelessness, poverty or domestic violence are reached. Above all, we will emphasise what people can do, rather than what they can't.

But our work is more than just providing support. It's also about amplifying voices to ensure that blind and partially sighted 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 are looking to recruit an exceptional Retail Support and Volunteer Manager to support the continued modernisation and growth our retail operations. The Retail Support and Volunteer Manager will support a passionate and committed retail team to deliver profit, promote fundraising and support eye health and public awareness.

The role demands a great blend of skills, along with the belief that every blind and partially sighted Londoner should be able to lead their life to the full. As an equal

opportunities employer, the Vision Foundation welcomes applicants from all backgrounds irrespective of race, religion, belief, gender, disability, age or sexual orientation.

Our Vision and Values

Our vision is a future where people living with sight loss are equal citizens and preventable blindness is a thing of the past.

Our mission is to make London a shining example of a sight loss aware city.

Our purpose is to transform the lives of people facing or living with sight loss by funding projects which inform, empower and include.

Our values

Our values reinforce everything we do. They shape the way we work and the culture we endeavour to instil.

- ***We collaborate***
The problems we seek to address are complex – no one organisation can do it alone. We wish to learn and share knowledge, combine skillsets and expertise, amplify impact and enable innovation.
- ***We empower***
It is individuals with sight loss who have the insight, skills and experience to identify the most important issues, influence others, and bring about lasting change.
- ***We work intelligently***
The issue of sight loss spans research, health, stigma, employment, culture, sport, transport, safety, economics, equality and more. Without an intelligent, evidence-based approach, our efforts will not be focussed to bring about the greatest impact.
- ***We are courageous***
Sight loss is a growing, urgent problem. Every day, people needlessly lose their sight for life. Every day, people unfairly miss out on opportunities. Every day, people face abuse, disregard, isolation, poverty and depression. We must be brave today to bring about a brighter tomorrow.

The Role: Retail Support and Volunteer Manager

Responsible to

Director of Retail

Reports

None

Location

Central London

Working Hours and Contract

Full-time, permanent

JOB PURPOSE

We are looking for a Retail Support and Volunteer Manager with the passion and experience to support the charity's retail business to deliver funds and awareness in support of social change for people living with and facing sight loss in the capital.

JOB DESCRIPTION

Strategy, planning and growth

- Track progress against plans and budgets, and support shop teams to adapt, phase and prioritise work where appropriate.
- Ensure that broad and long-term thinking is brought to decision making and avoid reactionary behaviour, whilst capitalising on arising opportunities.
- Support the delivery of a three-year Retail Strategy (2020 – 2023), to include:
 - The professionalisation of our systems and processes to capitalise on all income opportunities.
 - Putting a positive customer experience at the heart of our approach.
 - Delivering income upwards of £1m per annum with year-on-year growth to £1.5m by 2024.
 - Deliver Gift Aid targets across all shops.
 - Shop-by-shop refit and rebrand in line with our new brand identity.
 - Identify, secure and launch three new shops each year.
 - Utilise digital and social media to drive footfall and stock donations.
 - Support fundraising through the shops, including legacy and IG marketing.
 - Tailor each shop in the portfolio to maximise the potential of its unique location and its role in the business – including exploration of clearance, vintage, furniture and books.
 - Create a framework of retail standards of excellence and ensure shops and online are managed and maintained to those standards.

- Explore new income products and routes, including lottery products, online sales, and bought goods.

Sales and Profit

- Support the fostering of a creative and entrepreneurial environment where team members seek to maximise income in new and innovative ways both within their shops and through a variety of channels, such as community events.
- Support the team to maximise income from Gift Aid on donated products.
- Assist in ensuring that all of Vision Foundation financial procedures are adhered to and executed in a timely fashion by the shop teams.

Shop Floor

- Take direct management of shops, covering holiday and sickness.
- Assist in ensuring compliance with 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 Vision Foundation internal regulations regarding donated stock are adhered to.
- Assist in inspiring the team to provide a great customer and donor experience, which enables The Vision Foundation to attract new supporters every day. Ensure that feedback, including complaints are escalated to the Director of Retail within the agreed timeframes.
- Assist the team in the creation of original, appropriate, and commercially successful visual merchandising displays, including shop windows.
- Ensure that all procedures for the sale of new products are followed by the volunteer team (if applicable).
- Assist the Director of Retail 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 Vision Foundation's health and safety policies and procedures, including waste management and customer safety.

Leadership – Volunteers

- Support the shop management teams to recruit, induct, and retain an inclusive and diverse volunteer team, which is large enough in numbers and capable to maximise income and profitability and guarantee the smooth running of the area.
- Maintain an empowered, well trained, motivated and engaged volunteer team with excellent levels of communication at team and individual level.
- Define and develop our retail volunteer programme to ensure first rate volunteer experience, engagement, and great customer experience.
- Connect the volunteer team with Vision Foundation's work and help them to understand the value of their contribution.

Leadership

- Deputise for the Director of Retail in their absence.
- Support members of the charity retail team to embed a high performing, motivated, collaborative, creative and dynamic culture – and seek opportunities to celebrate success.
- Work within Vision Foundation’s policies and procedures when dealing with problems at work.

Management - Being part of Vision Foundation

- Play active part in the charity, including attending and contributing to all-staff meetings.
- Play a key role in enabling the shops to represent Vision Foundation and increase the knowledge of the local community about our mission and work.
- Assist in the integration of each shop into the local community in collaboration with the shop teams.
- Assist the team to respond to all appeals and fundraising opportunities.
- Adhere to and enforce Vision Foundation’s safeguarding policies.

Other

- Required to adhere to Vision Foundation’s vision, mission and values.
- Understanding of and commitment to adhere to equality, diversity, and staff health and wellbeing principles.

Governance, finance and operations

- Understand and mitigate risk in the context of charity retail and multi-site working.
- Assist in ensuring timely and accurate performance reporting to Director of Retail.
- Maintain up to date knowledge of charity law affecting retail and advice on emerging issues.
- Assist in ensuring all retail income is raised lawfully, including data protection legislation, Charity Commission guidance and Fundraising Standards/Charity Retail Association codes of practice.
- Assist in ensuring compliance with all relevant legislation including Trading standards, Health & Safety, fire and building regulations for the retail premises, ensuring annual inspections and training of all staff and volunteers.

Impact

- Explore opportunities to deliver the wider impact of the charity through the “shop front” of our retail portfolio, including employment, volunteer and training placements for blind and partially sighted people.
- Support eye health messaging through the shops.
- Support public awareness and understanding about visual impairment and visually impaired people.

- Share with customers the impact of the funds raised through shopping with us through in store communications, staff training and social media.

Personal attributes

- 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 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.
- Committed to equal opportunities and inclusion.
- An understanding of and commitment to London's blind and partially sighted people.

Experience

- Experience in retail management delivering sales and profit growth across multiple sites, ideally in a charity retail context.
- Experience recruiting, retaining, and developing volunteers.
- Experience of leading and line managing others to develop and grow, building and maintaining a high performing team culture.
- Experience of EPOS systems and Gift Aid.

How to Apply

Please submit a CV and supporting statement to hello@visionfoundation.org.uk by 14th January 2022.

Vision Foundation

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