

Charity Shop Assistant

Information for candidates

Welcome to InFocus, a charity dedicated to supporting young people with vision impairment and complex needs. Based in Exeter, in the beautiful southwest of England, we offer a range of education, care, therapy, and support services for those who need them most.

Our services cater to young people with all levels of vision impairment, multi-sensory impairment, and a wide range of complex needs.

Our services include:

- A specialist college for day and residential students (16-25).
- A Life and Living Skills Programme, designed to provide bespoke support to young adults, post College or preparing for their next steps.
- A residential care centre at St David's House providing a full and active life for young adults needing nursing or social care
- Jigsaw, our adult day care services, allowing adults to enjoy activities and social contact with the full support of trained staff, five days a week.
- Supported living houses offering independence with just the right amount of support in four different properties on the edge of Exeter.
- Supported internships, work placements and work opportunities.
- Education and community outreach.

Our purpose

Everyone deserves the opportunity to live their life to the fullest, taking every chance to make decisions and control their own futures. At InFocus, we are dedicated to making this a reality for people with vision impairments and complex needs across the UK. They often face a multitude of barriers due to the combined impact of being blind or having partial sight, together with having other disabilities and support needs.

What we do

We use our specialist expertise and knowledge to help each person with vision impairment and complex needs to find their unique pathway towards their very best life.

We transform lives by:

- Preparing young people with vision impairments and complex needs for adulthood. We offer a specialist residential college for 16-25 year-olds.
- Creating opportunities to live a full, active and purposeful life. We provide specialist residential care, a supported living service and day services for individuals over 18.
- Improving understanding of vision impairment and complex needs and how to best support people. We deliver training, develop partnerships and contribute our expertise to enhance the quality of support available to people beyond those using InFocus services.

What's it like to work at InFocus?

If you're interested in joining our team, you'll be part of a community of approximately 250 employees, led by CEO Jane Dye and an Executive Team of Directors. You'll work alongside colleagues from a range of disciplines, including classroom teaching, support workers, mobility and therapy, fundraising and marketing, and more.

The work of the charity is governed by an active and engaged Board of Trustees.

We have an ambitious vision for our charity, and you will be joining a dynamic and growing organisation. We are expanding our services in the near future.

You'll get a feel for what we do and what it is like to work for InFocus by looking at [our website](#) and social media channels (you'll find us on [Instagram](#), [Facebook](#), [LinkedIn](#) and [YouTube](#)).

Comprehensive Induction Programme

We are committed to supporting all new team members with a comprehensive and structured start to their journey with us. All new employees take part in a **2-week induction programme** held Monday to Friday, 9.00- 17.00 designed to ensure you feel welcomed, informed, and confident in your new role.

Our induction includes:

- An introduction to our organization, values, and ways of working
- Orientation sessions covering key policies, systems and processes
- Role-specific training tailored to your responsibilities
- Opportunities to meet with colleagues across teams and departments
- Ongoing support and check-ins to help you settle in smoothly

It is our expectation that all new employees will complete all aspects of the formal induction process, although we try to be flexible where we can, especially when these timings may not reflect your normal working pattern going forward. This two-week induction lays a strong foundation for your success and helps you integrate into both your role and the wider team.

How we say thank you

- Six weeks annual leave plus eight bank holidays (pro rata for part time hours)
- Occupational sick pay scheme from day 1
- Paid medical appointments
- Enhanced Paternity Leave
- Enhanced Maternity Pay
- Long Service Awards
- Comprehensive training and development
- Onsite café
- Access to discounted shopping
- On-site free parking
- 24-hour employee assistance programme
- “Death in service” life assurance and group accident cover
- Cycle to work scheme
- Contributory pension scheme for eligible staff

About the role

We have an exciting opportunity for an enthusiastic, driven and passionate retail assistant to join our expanding team at our charity shop in Exmouth.

You will provide supervisory cover in the shop; opening and closing the shop, provide excellent customer service including assisting with customer inquiries, purchases and product information, process transactions accurately using the till system, maintain a clean and organised shop floor including stocking shelves and providing support in arranging displays and promotions. You will also supervise volunteers, although you may also experience some periods of lone working.

Working pattern

You will work two days per week on a two-week rolling rota, with 15 hours in week 1 and 14 hours in week 2. This includes alternate Saturdays and Sundays during week 2. Specific working days to be confirmed.

About you

We are looking for a flexible and adaptable individual who will be responsible for running our shop, and to positively promote InFocus Charity and its objectives in the local community.

Our volunteers are there to support with the tasks that need doing, so you will need to be comfortable supervising other people.

There may be occasions where you will be on your own in the shop, for this reason we need you to be confident in loan working, leading the shop during shift, as well as multitasking and prioritising workload. There may be occasions where you will need to deal with a disgruntled or dissatisfied customer, or a situation of theft so you will need to feel comfortable managing these challenging situations with confidence and resilience.

It is important that you have a background in a customer facing role, have a friendly but professional outgoing personality and can excel in both lone working and within a team situation.

How to apply

We'd love to have a chat with you about the role or show you around our main site in Exeter. Just email our friendly HR team on hr@infocus-charity.org.uk

To start your application, please [apply online](#). We accept CV's that accompany your completed application form. If you would prefer to complete an application form in word format, you can request this by emailing hr@infocus-charity.org.uk

Remember, **we can only consider complete applications**, so please don't hesitate to contact our HR team if you have any questions or need assistance.

We look forward to hearing from you!

Please note:

We are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff and volunteers to share this commitment.

It is an offence to apply for the role if the applicant is barred from engaging in regulated activity relevant to children and adults at risk.

all posts are conditional to an Enhanced Disclosure and Barring check (DBS), satisfactory medical check and references. Staff have a responsibility to inform InFocus of any conviction or prosecution that occurs whilst employed.

For more information, please see our [Child Protection Policy and Practices](#), and [Employment of Ex-offenders Policy](#).

Job description

Post: Charity Shop Assistant

Hours: 14.5 hours per week (worked over a 2-week rolling rota)

Salary: £24,521.22 – £24,772.03 pro rata (actual salary £9,609.67- £9,707.96 per annum)

Line manager: Shop Manager

We are committed to safeguarding and promoting the welfare of young people and clients and expect all staff and volunteers to share this commitment.

All posts are conditional to an enhanced Disclosure and Barring check and staff have a responsibility to inform InFocus of any conviction or prosecution that occurs whilst employed.

Our values

People First

We put the people we support at the centre of our services. We act with kindness, respect and a positive caring attitude. We always listen to the voice of the people we support.

Ambition

We believe in the potential of the people who use our services. We are ambitious for them, and for our staff and for our organisation.

Innovation

We act boldly, take risks and embrace technology so we can expand and improve opportunities for people with vision impairments and complex needs, and can be more effective in the way we work.

Collaboration

We have a strong multi-disciplinary approach that values teamwork. We work with others to create the best outcomes for the people we support.

Recognition

We recognise and are inspired by the achievements of our young people. We celebrate their wow moments. We actively appreciate the contribution that our staff and volunteers make, and we look after them well.

Duties and responsibilities

- Ensure the shop is open, welcoming and trading during specified times.
- Receive donations with thanks and sign-up donors to our gift-aid programme.
- Processing clothes, bric-a-brac etc, including some heavy lifting.
- Ensure that the shop is welcoming to customers by actively promoting and demonstrating excellent customer service.

- Compliance with up-to-date legislations with Health and Safety
- To keep the shop premises clean and tidy
- Supervising volunteers who may be working with you
- To be aware of, and comply with Trading Standards Legislation
- Organising, handling and daily reconciliation of cash and banking
- Responsible for all daily duties during Sunday trading hours.
- Follow InFocus policies regarding completion of all required paperwork.

Safeguarding

- To **recognise** the signs of abuse and immediately **report** abuse or suspected abuse to the Safeguarding Team and **record** on the InFocus IT system
- To protect the confidentiality of all information relating to the young people and not divulge information to anyone who is not authorised to receive it
- To work within InFocus's intervention policies to ensure the safety of staff and young people is maintained
- To accurately record and assess incidents and accidents on InFocus's IT systems

Responsibilities of all InFocus staff

To contribute fully to the InFocus community by:

- Taking responsibility to be a reflective practitioner
- Taking part in personal professional development
- Working within and encouraging the implementation of our Equal Opportunity Policy
- Working within our confidentiality policy
- Promoting the safeguarding of children and adults at risk
- Carrying out the duties and responsibilities of the post in accordance with our Health and Safety policies, guidance and legislation
- Using information technology systems as required to carry out the duties of the post in the most effective and efficient manner
- Undertaking any other duties as directed by the Chief Executive that may be reasonably required

Person specification

This section lists the qualifications, skills, experience, knowledge and other attributes (selection criteria) which you must possess to perform the job duties.

Essential requirements

You must meet these criteria in order to be considered for this role. This will be assessed in your personal statement, during interview or during an assessment, task or test.

Education and qualifications

- basic numeracy and literacy GCSE level or equivalent.

Knowledge and experience

- Previous retail experience
- Experience of using Microsoft office systems
- Experience of using EPOS till systems
- High level of tact, diplomacy and initiative
- Able to represent the organisation positively
- Recognition of how to handle confidential information

Skills and ability

- excellent verbal and written communication skills
- excellent customer service skills
- excellent organisational skills
- excellent presentation skills
- excellent negotiation skills
- ability to plan work to targets
- ability to work independently
- ability to demonstrate attention to detail and accuracy

Personal qualities

- Enthusiastic and self-motivated
- To model behaviour which demonstrates respect and empathy for others
- Helpful and friendly manner

Desirable requirements

These criteria are those that enhance a person's capacity to do the job and are expected to be acquired once in employment.

- Previous experience of working within charity retail
- Knowledge of gift-aid sign-ups and processing
- Supervisory management qualification
- Retail NVQ qualification