



JOB TITLE: Charity Shop Supervisor

RESPONSIBLE TO: Charity Director

Hours per week: 15 hours – Friday & alternating Thursdays/ Saturdays

Contract: Permanent

Salary: £9,734 per annum

Job Description

Worthing Mencap is an active local charity that has been serving people with learning disabilities and autism for over 65 years. Worthing Mencap deliver a range of services for people including work- based training, information and advice, practical and social support. In order to deliver these vital services for local people, Worthing Mencap rely heavily on raising its own funds, predominantly through its charity shops on South Farm Road, Worthing.

We are looking for an enthusiastic and creative individual to support our current Shop Supervisors to run our vibrant and well-stocked charity shops. The post holder will be responsible for the setting up, general running and closing of the shop on their shifts.

On a day-to-day basis the role holder will:

- supervise volunteers (some of whom will have a learning disability or autism),
- manage/ sort through stock and donations,
- cash handling,
- resolve customer queries,
- manage gift aid processes.

On an ongoing basis the post holder, together with the other Shop Supervisors will be responsible for:

- the general development of the charity shops,
- keeping safe practices of work for staff and volunteers in the shops,
- volunteer training,
- planning and implementing shop themes, based on yearly calendar i.e. Christmas, Halloween etc
- maintaining a well presented, tidy and clean shop

Please note: This is not an exhaustive list of responsibilities associated to the running of the charity shops. Other duties will arise for the job holder whilst in post.

This role is work on a Friday and Saturday on one week and a Thursday and Friday the following week. Overtime hours will also be available on an ad hoc basis.

Our Vision

To enable people with disabilities, primarily those with a learning disability to lead full and independent lives.

Our Mission Statement

To champion the rights and provide support to people with disabilities, primarily those with a learning disability and their families, carers and supporters. We will achieve this through a range of opportunities and services in the Worthing and surrounding area to enable them to lead independent lives engaging fully in the local community.

Our Values

INFORMED by our members

RESPECT all people

CHALLENGE wrong ways of thinking about disability

TRANSFORM lives

CONFIDENT and develop new ideas whilst growing peoples strength

INCLUSIVE encompassing all abilities

The successful applicant will be able to demonstrate their strength and experience in the areas stated below during the application process and at interview.

Experience	Essential	Desirable
Shop work experience	X	
Experience working with people with a learning disability or autism		X
Experience of gift aid		X
Experience leading a team / volunteers		X
Skills	Essential	Desirable
Excellent communication skills	X	
Ability to use initiative in a work setting	X	
Ability to work with and motivate volunteers	X	
Awareness of safeguarding (training provided)		X
Ability to think creatively		X
Ability to demonstrate impact of your work and report against desired outcomes and KPI's		X
Excellent and accurate administration skills		X
Ability to manage own time appropriately	X	
Ability to manage workload effectively	X	

Personal attributes	Essential	Desirable
Sociable	X	
Approachable	X	
Excellent interpersonal skills	X	
Adaptable	X	
Patient	X	
Creative	X	
Resilient		X
Enthusiastic	X	
Innovative	X	
Shows initiative		X

- **Worthing Mencap is committed to safeguarding and promoting the welfare of all vulnerable people using our services. We expect all staff, volunteers and visitors to share this commitment.**
- **There is an expectation that all staff will actively participate in some fundraising and promotional events outside of working hours to support the charity's mission.**
- **This post is subject to enhanced Disclosure and Barring Service check (DBS), two satisfactory references, proof of qualifications (if applicable) and a 6-month probation period. Proof of right to work in the UK is required.**
- **Appropriate training will be given to the successful applicant (if applicable).**
- **Worthing Mencap is a Level 2 Disability Confident Employer and is proud of our diverse staff and volunteer team.**

How to apply:

Please contact our office to arrange for application forms to be sent via email. 01903 202030
Buddys@worthingmencap.org

Closing date: Midday on 19th December 2025.

Interview dates: TBA