Job/COPE Ltd Introduction

Looking for a practical, active role where your work makes a difference?

COPE Ltd is a well-established nationally recognised social enterprise. We operate three businesses – Shetland Garden Co, Shetland Home Co and Shetland Soap Company all of which are based in Lerwick.

At COPE Ltd we are committed to giving people with learning disabilities and autism the opportunity to participate in a supportive and inclusive work environment, free from stigma and discrimination.

Everyone is valued for their abilities and are appropriately supported and encouraged to fully participate in all aspects of running our busy enterprises. Each enterprise supports a range of volunteer skill development placements and supported employee positions.

We are looking for motivated, reliable, and physically active individuals to join our Team as Operations/Support Workers.

Job Title – Operations/Support Worker

Job Description

This is a hands-on role focused on delivering the day-to-day activities that keep our social enterprise running successfully. Whether it be making products, handling stock, preparing products, or selling them you'll play a key role in maintaining high standards across our services.

A key part of this role is working alongside adults with learning disabilities and autism who participate fully in our enterprises. You'll help create a positive, inclusive workplace where people can develop skills, build confidence, and contribute meaningfully through work.

Applicants should enjoy working with people and be committed to encouraging participation and achievement in a workplace setting.

What You'll Be Doing

- Working alongside adults with learning disabilities and autism to complete a variety of practical and operational tasks across our social enterprises.
- Handling stock, materials, small tools, and equipment safely.
- Loading, unloading, lifting, carrying, and moving items as part of daily operations.
- Supporting retail, production, and associated enterprise activities.
- Maintaining clean, organised, and safe working environments.
- Delivering excellent customer service.
- Encouraging active participation in workplace tasks.
- Providing guidance, encouragement, and practical assistance to help individuals succeed in their work activities.
- Acting as a positive role model and promoting an inclusive and respectful workplace culture.
- Contributing to the achievement of daily operational and business objectives.

Physical Requirements

This is an active role, and applicants should be capable of:

- Lifting and moving stock, materials, and equipment.
- Carrying out regular manual handling activities.
- Working in busy operational environments.

Who is your Line Manager

You will be directly line managed by Team Leader

Person Specification

What We're Looking For

We are particularly interested in people who:

- Are committed to inclusion, respect, and equality.
- Enjoy working with and encouraging others.
- Enjoy practical, hands-on work.
- Are physically fit and comfortable working in active environments.
- Have a positive attitude and strong work ethic.
- Can build positive working relationships with a wide range of people.
- Are reliable, adaptable, and willing to take on different tasks.
- Comfortable with information technology, i.e. use of digital tablets.
- Work well as part of a team.

Experience That Would Be Useful

Experience in any of the following would be advantageous, but not essential as full training will be provided:

- Retail
- Process Operatives
- Cleaning and Operations
- Manufacturing/Craft Making
- Logistics and deliveries
- Maintenance
- Customer service
- Working with people with learning disabilities or additional support needs

Other Requirements

A PVG is required for this role.

For Shetland Home Co role, a standard UK driving license is required and willingness to drive Transit sized van.

Place of Work:

Lerwick

Hours of Work:

Shetland Home Co working Hours are Monday to Saturday 9am to 4pm,

We are a flexible employer and ask applicants to outline availability on our job application form

Why Join COPE?

At COPE, we believe everyone should have the opportunity to contribute through meaningful work. Our social enterprises provide opportunities for adults with learning disabilities and autism to develop skills, gain experience, and participate fully in their communities.

By joining our team, you'll help deliver successful business activities while supporting people to reach their potential through real work and meaningful participation.

If you're practical, dependable, enjoy working with people, and want a role where you can make a real difference every day, we'd love to receive your completed Application Form.

For any questions please contact:

Email recruitment@cope.ltd.uk or phone 01595696889