

**Job Description**

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| **Job Title** | Retail Officer |
| **Location** | Hybrid working –  Successful candidate will spend time at all GCHC locations including Buchanan Galleries, Royal Hospital for Children, Glasgow and Marchfield Drive, Paisley.  Home working as agreed. |
| **Reporting To** | Retail Lead |
| **Hours** | 35 hours per week (additional hours will be required during busy periods, TOIL will be provided).  The Charity will consider alternative flexible arrangements where required.  Evening and weekend work required. |
| **Status** | Permanent |
| **Salary** | £18,000 to £23,000 DOE |

**Job Purpose**

The Retail Officer will support the Retail Lead with the operations of our retail store in a city centre shopping mall and our e-commerce provision. The Retail Officer will also support with the planning and delivery of external trade opportunities, including pop-up shops and events.

The ideal candidate will have a proven track record of working in a retail environment and a passion for delivering excellent customer service. The ideal candidate should be comfortable with handling stock, setting up at external events and driving a van on occasion. Additionally, the successful candidate will be committed to maintaining a positive and supportive work environment for volunteers, ensuring they play an integral role in the success of the retail operations.

This role requires a flexible and autonomous approach, which will see you support the collective efforts of the Charity to maximise the impact on children, families and NHS staff that we support.

**Key Responsibilities**

* To deputise for the Retail Lead and oversee the day-to-day operation of our retail store and e-commerce provision, ensuring they are running smoothly and efficiently.
* With the support of the Retail Lead, ensure all retail spaces adhere to health and safety regulations, as well as any other relevant regulations and guidelines.
* To support the Retail Lead in providing training and development opportunities to volunteers, helping them reach their full potential.
* Collaborate with the Retail Lead and other key stakeholders to develop and implement marketing and promotions initiatives that drive foot traffic and sales.
* Develop and maintain strong relationships with suppliers and partners to ensure a steady supply of products and services to meet customer demand.
* Foster a positive and supportive work environment for volunteers, recognising their importance in the success of the retail operations and ensuring they have the resources and support they need to succeed.
* In collaboration with the Retail Lead, manage the donation process to ensure the efficient flow of stock and the maximisation of sales revenue for the charity. This includes ensuring that donated items are processed in a timely manner, pricing items appropriately, comply with all relevant legislation and ensuring that items are properly merchandised for maximum sales impact.
* To follow stock ordering processes and order stock when required
* To fulfill stock boxes for external trade opportunities when required
* To maintain and update our e-commerce provision on a regular basis
* To work effectively with other retail team members, including the Hub Assistant

**Supporter Care**

* To provide an excellent level of care to all donors, fundraisers and volunteers;
* To provide support and maximise the use of volunteers;
* To support with the implementation of supporter journeys and engagement events;
* To support the overall efforts of the Charity to raise money by cultivating new donors, increasing the amount raised by existing donors, or reactivating lapsed donors;
* To maximise fundraising income by identifying key participants, building relationships and encouraging future fundraising;
* To discover and share the stories of supporters with the Marketing and Fundraising Team;
* To provide fundraising support and advice across all platforms (individuals, communities and corporates).

**Additional Responsibilities**

* To be committed and adhere to Glasgow Children’s Hospital Charity’s vision, mission and values.
* To actively consider professional development and determine training needs.
* To maintain and develop good working relationships with volunteers working with Glasgow Children’s Hospital Charity.
* To provide cover if required to the other sites where the charity operations – including but not limited to the Fundraising Hub located at the Royal Hospital for Children, Glasgow, Buchanan Galleries Charity Shop, Paisley Court Café and Head Office, Paisley;
* To maintain and develop good working relationships with other members of the wider organisation.
* To maintain and develop good working relationships with NHS staff and departments.
* To attend events and activities, and represent the Charity, many of which may take place in the evening or at weekends
* Any other relevant duties as may be required by the Retail Lead

**Person Specification**

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| **Essential** | **Desirable** |
| Minimum 3 years’ experience working in a retail environment | Experience of working in the Charity Sector |
| Experience in delivering strong customer service | Familiarity with second-hand goods legislation and processing |
| Experience in visual merchandising | Familiarity of the work of Glasgow Children’s Hospital Charity |
| Minimum of 2 years’ experience in working with volunteers | First Aid qualification |
| Experience of processing different payment methods including online donations; credit and debit card transactions and cash sales including bulk coin count |  |
| Driving license and access to a vehicle, willingness to drive small charity van on occasion (training will be provided) |  |
| Proficient IT skills (full Microsoft Office Suite – Word, Excel, PowerPoint, Email, Internet) |  |
| A Disclosure Scotland check will be carried out under the Protection of Vulnerable Groups (PVG) Scheme – it is therefore essential that any criminal convictions are disclosed |  |
| Excellent and proven communication skills (telephone, written and face-to-face) in a similar role. Minimum of 1 years’ experience |  |