

**Job Description**

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| **Job Title** | Shop Manager |
| **Location** | Buchanan Galleries, Glasgow |
| **Reporting To** | Retail Lead |
| **Salary** | £19,500 - £22,500 |
| **Hours** | 35 hours per week (Wednesday to Sunday, 9.30am to 5.30pm with 1 hour lunch each day. Additional hours will be required during busy periods, TOIL will be provided) |
| **Status** | Permanent, 6 month probationary period will apply |
| **Holidays** | 25 days plus 10 bank holidays |
| **Benefits** | As a compassionate organisation we care about our staff and have a range of employee benefits that make Glasgow Children’s Hospital Charity a great place to work – please see our range of employee benefits [***here***](https://www.glasgowchildrenshospitalcharity.org/working-for-glasgow-childrens-hospital-charity) |

**Our Vision and Values**

We raise funds to help those who tirelessly care for and nurture young lives at their most vulnerable; to invest in equipment, research and the continued improvement of facilities and services for children and families in hospital. Our core values guide our work on a daily basis:

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| **Pride: *we care.*** | We are proud ambassadors of the charity, and will carry out our work with conviction. It’s not just a job; it’s our privilege to be part of this special community of supporters, children and families. |
| **Enthusiasm: *we are inspired.*** | We will enthusiastically approach each new opportunity, inspired by the resilience, hope and commitment of our supporters, patients and families. We are always looking up. |
| **Determination: *we are all in.*** | We are determined to give our all, because we are dedicated to the children, families and staff we support. They deserve our best work. |
| **Unity: *we are one team.*** | We respect and encourage each other. We can make an extraordinary impact when we work together with our colleagues, our supporters and the NHS. |
| **Integrity: *we do what we say we’ll do.*** | We promise to be honest, professional and respectful. We will never compromise the charity’s reputation or our values, and will always act in the best interests of those we support. |

**Job Purpose**

We are looking for a talented Shop Manager. If you have a commercial or charity retail background and share our passion for supporting the children and their families attending the Royal Hospital for Children, Glasgow, we are interested in hearing from you.  
  
As Shop Manager you will be responsible for the overall day to day running of our shop in Buchanan Galleries. Customer service is our priority, from engaging with donors and customers, to ensuring the shop is welcoming and offers a positive shopping experience for visitors.

Our shop volunteers are an integral part of our retail success. You would be responsible for inducting and training all shop volunteers, ensuring they can fulfil the requirements of their role and have a great experience volunteering with the Charity.

In addition you will be expected to ensure that the donations of goods received are prepared and sorted in line with all relevant organisational and statutory requirements, ready for the shop floor. This role will therefore involve manual handling and cash handling.

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**

* **Ensure that the shop is open up and ready for trading at 10.00am, Wednesday to Sunday.**
* **Cash up and prepare banking each operating day after the shop closes at 5.00pm.**
* **Maintain stock levels and displays to maximise the customer experience and promote sales.**
* **Train and supervise volunteers in the shop.**
* **Maintain cleanliness and hygiene protocols in the shop and back shop areas.**
* **Maintain health & safety protocols ensuring a safe environment for staff, volunteers and customers alike.**
* **Liaise with Buchanan Galleries Management Team on issues at an operational level.**
* **Report to Retail Lead and Head of Partnerships & Business Development statistics associated with the shop.**
* **To have responsibility for ensuring an effective returns policy is in place and to ensure that any complaints are dealt with efficiently and effectively.**
* **To maintain high standards of customer service throughout the working day.**
* **To ensure that all products are packaged, labelled and priced appropriately.**
* **To make suggestions in regards to new product lines and to undertake research where necessary, reporting back to the Retail Lead.**

**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 Fundraising Hub located at the Royal Hospital for Children, Glasgow.
* 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 when necessary, many of which may take place in the evening or at weekends
* Any other relevant duties as may be required by the Retail Lead or Head of Partnerships & Business Development

**Person Specification**

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| **Essential** | **Desirable** |
| Excellent and proven skills in a similar role. Minimum of 1 years’ experience | Relevant further education qualification in Retail |
| Cash handling/ credit card transactions | Experience of working in the Charity Sector |
| Experience in following auditable income processing procedures | Familiarity of the work of Glasgow Children’s Hospital Charity |
| Knowledge and experience of the implementation of Data Protection Compliance in a professional environment | UK driving license |
| Proficient IT skills (full Microsoft Office Suite – Word, Excel, PowerPoint, Email, Internet) | Working with Volunteers |
| Experience of processing different payment methods including online donations; credit and debit card transactions and direct debit payments |  |
| 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 |  |