

A woman with blonde hair, wearing a black sweater, is holding a newborn baby wrapped in a white blanket. The baby is wearing a white hat with a floral pattern. The background is a blurred hospital room with medical equipment and a blue chair.

Join our team!

Shop Manager



**Glasgow
Children's
Hospital
Charity**



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Job Description: Shop Manager

Buchanan Galleries

Reporting to

Retail Lead

Salary

£22,000 - £25,000

Hours

Full time, 35 hours per week

Holidays

25 days plus 10 bank
holidays

Location

Buchanan Galleries, Head
Office in Paisley, and Royal
Hospital for Children

We are looking for a talented Shop Manager who has a passion for providing excellent customer service.

As the Shop Manager you will be responsible for the day to day running of the shop. You will engage with customers and ensure that goods donated are prepared and checked in, in line with all organisational and statutory requirements.

Volunteers are at the heart of our shop and as Shop Manager you will be responsible for inducting, training and supporting our shop volunteers.

You will also manage our online pre loved shop on Vinted.

Responsibilities

- To ensure the shop is ready to open at 10am each day, volunteers are briefed on their tasks and communicated daily targets
- Maintain stock levels and displays to maximise the customer experience and promote sales
- Develop, engage, and support volunteers
- To maintain high standards of customer service throughout the working day
- Maintain health & safety protocols ensuring a safe environment for staff, volunteers, and customers
- Maintain cleanliness and hygiene protocols on the shop floor and in back-of-house areas
- To manage the donations process, ensuring all donations are checked against quality control criteria and trading standards legislation
- To ensure all products are packaged, labelled and priced appropriately
- To manage the weekly pick-up and delivery service for larger goods
- To manage the charity's Vinted account and process for displaying products and fulfilling orders
- To manage our returns policy and to ensure any complaints are dealt with efficiently and effectively
- Cashing up and preparing banking
- To be committed and adhere to Glasgow Children's Hospital Charity's vision, mission and values



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Person specification

Who we're looking for

Essential criteria

- Experience in a similar customer facing role at Supervisor or Managerial level
- Excellent customer service skills
- Exceptional communication and interpersonal skills
- Cash handling / credit card transactions
- Ability to work well with a team
- Ability to adopt a flexible approach in response to new challenges
- Comfortable using a laptop and all associated Microsoft Office packages – Word, Excel, PowerPoint, Email & Internet
- UK driving license and comfortable driving the charity van on occasion
- 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

Desirable criteria

- Familiarity of the work of Glasgow Children's Hospital Charity
- Experience of using online shopping platforms



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Benefits

Working with us

We care about our team and have a range of financial and work-life benefits that make Glasgow Children's Hospital Charity a great place to work, including:

- Benchmarked, competitive salary
- 5% employer pension contribution
- Blue Light Card discounts
- Flexible working policy
- Enhanced maternity pay (after 2 years)
- Westfield Health membership, including 24/7 counselling support, personal accident cover, financial support for optical, dental and chiropody treatments and Bike 2 Work scheme
- 10 public/ bank holidays each year
- A bonus day off on your birthday
- Time off in lieu (TOIL) for additional hours worked at events and out-of-hours support
- Generous leave policies, including sick leave, 'other leave' and the ability to buy and sell annual leave
- Continued professional development including training, membership of professional bodies and progression opportunities