



Join our team!

Charity Hub Coordinator



**Glasgow
Children's
Hospital
Charity**



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Overview: Charity Hub Coordinator

Reporting to

Volunteer & Hub Lead

Salary

£24,500

Hours

Full time, Monday - Friday
35 hours per week

Status

Permanent (6 month probation)

Holidays

25 days plus 10 bank holidays,
plus additional long service days

Location

Royal Hospital for Children,
Glasgow

Our Charity Hub sits at the centre of hospital life at the Royal Hospital for Children in Glasgow. It is often the first place patients, families, volunteers and NHS staff connect with the charity.

The Hub is a welcoming and reassuring space that brings together fundraising, volunteering and engagement activity, helping people feel supported during their time at the hospital.

As Charity Hub Coordinator, you will play a key role in bringing this space to life. You will help create a warm, positive and well organised environment while supporting the charity's work to engage supporters, raise awareness and strengthen relationships across the hospital community.

**To apply, please email your CV and cover letter to
becky.swindell@gchc.scot**

Closing date: Wed 4 March. Interviews: w/c 9 March.

Job Description

Our Charity Hub is at the heart of the Royal Hospital for Children, welcoming patients, families, NHS staff and visitors. It is a space for fundraising, volunteering engagement, and providing a friendly, comforting presence for everyone visiting the hospital.

The Charity Hub Coordinator is the face of the charity and responsible for the smooth running of the Hub. This role is part of the Volunteer Team and ensures that all visitors, volunteers, fundraisers and NHS staff have a positive experience.

You will also promote key fundraising campaigns and events, helping to raise awareness and support for the charity.

Working primarily on the shop floor, you will also collaborate with the Volunteering and Charity Impact Team to create meaningful experiences for young patients, their families, NHS staff & volunteers.

Our ideal candidate will have experience in a customer service environment, a good understanding of retail, knowledge of the third sector, lots of creativity and excellent cash handling skills.



Key Responsibilities

The Charity Hub Coordinator is responsible for the effective, safe and profitable daily operations of the Charity Hub, ensuring all processes and procedures are adhered to at all times.

Retail

- To ensure that all visitors receive first-class customer service whilst visiting the hub.
- Open, close and run the Hub, including sales and cash handling in line with the charity's procedures.
- To maintain attractive arrangements of stock and assemble seasonal displays.
- Work collaboratively with the Retail Lead for the charity to discuss and agree the retail strategy for the hub, including product placement, visual merchandising and stock control.
- Monitor stock on the shop floor and pass on any items, messages, or requests to the Retail Lead as needed.
- To be responsible for all cash handling including cashing up, banking, issuing receipts and recharges in compliance with the financial and security procedures as set out by GCHC.

Fundraising

- To be the first point of contact for the general public, donors, potential donors and volunteers visiting the Hub and to give fundraising advice and information on GCHC activity.
- To be responsible for effectively dealing with donor enquiries in person, by telephone and email, in a professional and courteous manner and passing on leads to the relevant teams.
- To follow all required process and policy in the handling of people's data, ensuring full compliance with GDPR and Data Protection.
- To represent Glasgow Children's Hospital Charity at internal cheque presentations and events.

Key Responsibilities (cont.)

Engagement

- Work closely with the Volunteer & Hub Lead to develop and shape key volunteering engagement priorities, supporting areas of growth and improvement.
- Supervision & development of Hub volunteers ensuring priorities are communicated and tasks are completed within the required timeframes.
- Building strong relationships with NHS staff, patients and families.
- Support the Volunteering and Charity Impact Team with Hospital based projects & activities.
- Work with the Volunteering and Charity Impact Team to identify key areas of development for engagement via the Hub.

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 other members of the wider organisation and subsidiaries.
- To maintain and develop good relationships with wards, departments and key individuals within the Royal Hospital for Children, Glasgow and NHSGGC.
- To provide some weekend cover either to external events on a rota basis
- Any other relevant duties as may be required by the Volunteering or Charity Impact Team.



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Person specification

Who we're looking for

Essential Criteria

- 1+ years working in a customer service/ retail environment
- Excellent communication & relationship building skills
- Confident and the ability to think on your feet
- Experience in cash handling and administration
- Ability to work unsupervised & willingness to work flexibly as required
- Willingness to work evenings and weekends when required.
- Stock management experience
- Excellent time-management skills
- Excellent communication skills: telephone, written and face to face.
- 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
- Driving license and access to a car. Willingness to drive a van on occasion.

Desirable criteria

- Fundraising experience
- Experience of working in the charity sector
- Experience working in a hospital environment
- Experience of working with volunteers
- Experience working with a fundraising CRM/ database



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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)
- Employee Health Plan including 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