



Join our team!

Christmas Intern



**Glasgow
Children's
Hospital
Charity**



Job Description: Christmas Intern

Reporting to

Volunteer Manager

Salary

In line with real living wage, to be announced in October.

Hours

25 hours per week

Christmas fundraising activity is open 7 days a week, 8am – 9pm.

Rota / shift pattern.

Contract

A 8-week temporary contract

starting on Wednesday 11th

November and ending on Sunday

10th January 2027

Location

Silverburn Shopping Centre /

Buchanan Galleries Shopping

Centre / Additional External Venues

To apply for this position please email your CV and cover letter to Becky.Swindell@glasgowchildrenshospitalcharity.org

Closing date: Sunday 18th of October

Interviews: Thursday 22nd of October

Christmas is a special time of year at Glasgow Children's Hospital Charity as we aim to bring the magic of Christmas to children and families in hospital.

Our fundraising activities at Buchanan Galleries and Silverburn Shopping Centre are an integral part of our Christmas fundraising portfolio. Thanks to the generosity of the shopping centres and their customers, money raised from our fundraising activities helps fund life changing equipment, support services and research at Scotland's largest children's hospital.

The fundraising activities in both shopping centres include a retail set up selling a wide range of Christmas cards and gifts, Santa experiences for children, gift wrapping services, choir performances and bucket collections.

Role Purpose

As our Christmas Intern you will be responsible for the running of these fundraising activities, adhering to the high standards and professionalism expected by our shopping centre partners. Providing exceptional customer service is our main priority and you should be comfortable in a public facing role.

Volunteers are integral part of running our fundraising activities on a daily basis and as the Christmas Intern you will be responsible for welcoming volunteers, conducting volunteer briefings and ensuring they have an enjoyable volunteering experience with the charity.



Glasgow Children's Hospital Charity





Key Responsibilities

- To follow all set up and opening procedures, ensuring all fundraising activities are open on time
- To ensure retail set up, Santa experience zones and gift wrapping areas are clean and tidy, and to complete clear up duties as required
- To welcome volunteers, conduct volunteer briefings and support volunteers during their time with the charity
- To engage with customers and upsell where appropriate
- Step in if volunteers are no longer available to support. This may include wrapping gifts, bucket collecting during choir performances and character visits.
- Maintain stock levels and displays to maximise the customer experience and promote sales from our retail set ups
- Complete cashing up process at the end of each day.
- To adhere to the policies and processes of both Glasgow Children's Hospital Charity and your allocated shopping centre.
- 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
- 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

Desirable criteria

- Working with volunteers
- Familiarity of the work of Glasgow Children's Hospital Charity
- Full UK Driving license.

