

# Merry-go-round Glasgow

## Retail Manager – Maternity Cover

September 2020



<b>Salary</b>	£19,500 per annum
<b>Hours of work</b>	37.5 hours per week. Usually Monday to Friday, but 1 Saturday per month. (Note we are seeking to open on a Sunday in the future and you may be required to work the occasional Sunday when we do)
<b>Duration</b>	9-12 months, starting November 2020
<b>Location:</b>	Merry-go-round shop, Nithsdale Road, Strathbungo, Glasgow
<b>Reporting to:</b>	Board of Directors
<b>Benefits:</b>	Merry-go-round offer a contributory pension scheme and flexible working options

### About Us

Merry-go-round Glasgow is a social enterprise and charity in the Southside. We support local families with high quality, low cost children's goods and through inclusive events and workshops. We have a boutique style shop in Strathbungo selling everything baby, we run an events programme, and we work with over 120 agencies across the city to provide free packs of goods to families in need. We have a skilled and motivated staff team of 13 and are an inclusive and fun place to work. We are a Revolve certified store ([www.revolvereuse.com](http://www.revolvereuse.com)) which means that we work to high standards, are committed to excellence, improving and seeking opportunities for growth.

### The Role

We are looking for an experienced and motivated person to cover the post of retail manager of our boutique shop. The Retail Manager is responsible for all day-to-day activities in the shop and its' successful running. The main focus of this role is to oversee the retail function of Merry-go-round - creating a friendly, welcoming and easy to shop atmosphere for customers while maximising sales. Our shop sells everything maternity and baby from 0-5 years, with over 8000 customers a year, so experience in a busy retail setting is vital.

The role is crucial to Merry-go-rounds success and includes a wide variety of tasks including stock management, merchandising, sales projections and reporting, displaying excellent customer service and supporting the team. The post holder will be very organised, self-motivated, able to drive their own workload, able to work independently and with enthusiasm to succeed. You will have excellent interpersonal skills, and be able to communicate effectively with customers and the rest of the team. We record and plan everything online, so you need to be tech savvy too, as well as having experience of retail on social media. Prior retail and management experience are essential.

## Role description

- Oversee the day-to-day running of the shop including opening/cashing up and weekly banking.
- Supervise the shop floor activities including; managing donations and stock; merchandising to maximise income; responding to all customer queries; overseeing events.
- Liaise and plan with the operations manager to ensure the right stock is available at all times.
- Plan and coordinate all sales events and promotions.
- Project and report monthly on agreed key performance indicators including sales income, to the Board of Directors.
- Work with the operations manager to ensure the shop is fully stocked.
- Plan for promotions and stock changes in advance and communicate plans with the stock processing team.
- Be responsible for the health, wellbeing and safety of staff and volunteers.
- Ensure safe working practices in line with Covid requirements at all times.
- Manage, support and develop our experienced staff team.
- Support our events coordinator, and oversee the events in the shop.
- Review policies and procedures regularly.
- Ensure quality, cleanliness and high standards at all times and to instill this ethos in all staff and volunteers.
- Ensure that we work to Revolve re-use standards at all times and that the shop maintains its Revolve certification.
- Help to ensure the long-term financial sustainability of Merry-go-round through contributing towards development plans and identifying opportunities for growth.
- Be an excellent team member by:
  - being committed, reliable, friendly and motivated
  - working on own initiative and driving own workload to an agreed set of targets and goals
  - working and liaising effectively with the existing staff team and volunteers
  - being committed to learning and on-going training
  - being committed to Merry-go-round aims and values

## What we are looking for

AREA	ESSENTIAL	DESIRABLE
<b>Experience/ Knowledge</b>	<ul style="list-style-type: none"> <li>• Retail/charity retail experience</li> <li>• Customer service</li> <li>• Sales planning, store merchandising and stock rotation</li> <li>• Managing a team, motivating and supporting staff</li> <li>• Tech savvy – ability to use online planning tools use excel and maintain digital records.</li> <li>• Understanding of and compliance with risk assessment and health and safety standards</li> <li>• Knowledge of products relating to babies and children</li> <li>• An understanding of social enterprise</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of supervising and mentoring volunteers</li> <li>• Working to standards</li> <li>• Experience of retailing baby and children’s equipment</li> <li>• Window dressing</li> </ul>
<b>Skills &amp; Attributes</b>	<ul style="list-style-type: none"> <li>• Leadership skills and an ability to motivate a team</li> <li>• Excellent communication skills</li> <li>• Excellent organisational and planning skills</li> <li>• Ability to relate well to a diverse range of customers</li> <li>• Ability to react to the business needs</li> <li>• A team player, able to liaise effectively with all other departments and staff members.</li> </ul>	<ul style="list-style-type: none"> <li>• An artistic flare and an eye for creative displays</li> </ul>
<b>Values &amp; Attitudes</b>	<ul style="list-style-type: none"> <li>• Committed, motivated and reliable.</li> <li>• Committed to learning and on-going training</li> <li>• A flexible approach, and open to changing working patterns if necessary</li> <li>• A positive, can-do attitude</li> <li>• Enthusiastic and interested in learning, training and improving</li> <li>• Passion for maximizing profitability and meeting targets</li> </ul>	<ul style="list-style-type: none"> <li>• An interest in re-use/recycling and waste minimisation</li> </ul>