

Merry-go-round Glasgow

Operations Manager

September 2020



Salary	£19500 per annum pro rata
Hours of work	22.5 hours per week, flexible days
Duration:	This position is fixed term for 12 months, with an aim to extend
Location:	Based in our sorting hub in Shawlands, but we also offer the ability to work from home.
Reporting to:	The Board of Directors
Responsible for:	Stock Processing Assistants, Partnership Officer, Volunteer Coordinator
Benefits:	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 also a Revolve certified store (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 a motivated and highly organised individual for the role of Operations Manager. The Operations Manager is responsible for managing day to day activity in our sorting hub in Shawlands, supporting and training staff, maintaining high safety and operational standards and overseeing our partnership and volunteer programmes.

Our sorting hub in Shawlands processes and prepares textile donations which makes up around 75% of the donations we receive. This includes clothing, shoes, bedding, nappies, maternity wear, outerwear, bibs, hats and swimwear to name a few! Each individual item must be checked to Revolve standards, recorded and prepared for distribution to our shop, online shop or through our partnership programme. Our small team processes and prepares thousands of individual items every week.

Our partnership programme, led by our partnership officer, distributes around 70 packs every month to families across Glasgow, using items processed in our sorting hub. Our volunteer programme, led by our volunteer coordinator, supports a team of volunteers working across all areas of the organisation. The Operations manager oversees both of these programmes too.

The post holder will be self-motivated, able to drive their own workload, able to work independently with enthusiasm to succeed. The post holder will have excellent interpersonal skills, be able to communicate effectively both verbally and in written communications with a wide range of audiences. The post holder will be

highly organised, able to manage a varied workload with multiple priorities and feel confident leading and managing a small team. You will have an eye for detail as well as being able to contribute to the development and delivery of the bigger vision and ambitions of the organisation.

The main duties are to:

- Lead and support a team of staff and volunteers to ensure all donations are processed to Revolve standards and the stock prepared meets the needs of the shop, online shop and partnership programme.
- Ensure that we work to Revolve standards at all times and that we maintain our Revolve certification.
- Maintain an efficient stock management system communicating with the shop team about stock levels.
- Oversee the partnership and volunteer programmes ensuring any funding outcomes are met and reported on in a timely manner, and that the programmes support the overall aims of Merry-go-round.
- Lead on the training and development of staff including monthly one to ones and annual appraisals.
- Ensure safe working practices within the sorting hub.
- Help to ensure the long-term financial sustainability of Merry-go-round through contributing towards development plans and identifying opportunities for growth.

Job description

- Work with the Shop Manager on a weekly basis to make sure the shop is fully stocked, making best use of the stock available to maximise sales potential in our shop and online (online shop and ebay).
- Plan for promotions and stock changes several months in advance and communicate plans with staff at weekly and monthly team meetings.
- Work with the stock processing team and volunteers to identify tasks and priorities each week.
- Keep up to date and accurate records of stock available.
- Maintain clear processes and procedures for processing stock and ensure the stock room is meticulously organised, clean and tidy.
- Ensure safe working practices in line with Covid requirements at all times
- Work with the partnership officer ensuring stock is available to fulfil orders for packs/targets are met.
- Work with the volunteer coordinator to identify roles to support the organisation's development.
- Train and support staff, offering regular feedback through one to one support and appraisals.
- Review policies and procedures regularly.
- Identify alternative routes for excess stock in line with Merry-go-round's environmental aims.
- 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

AREA	ESSENTIAL	DESIRABLE
Experience	<ul style="list-style-type: none"> ● Charity retail, sorting or processing ● Working with others as part of a team ● Recruiting, working with and developing volunteers ● Knowledge of products relating to babies and children ● Experience in evaluating, monitoring and reporting against set targets and outcomes ● Managing a team, motivating and supporting staff ● Warehouse/stockroom management 	<ul style="list-style-type: none"> ● Experience of safety checking, maintaining or fixing baby and children's equipment ● Project Management experience ● An understanding of social enterprise
Skills & Attributes	<ul style="list-style-type: none"> ● Confident communicator to a wide range of audiences ● Excellent organisational skills ● Methodical worker ● Meticulous eye for detail ● Ability to follow precise instructions (e.g health and safety and trading standards checklists) ● Self-motivator, ability to work off own initiative ● Computer literate with great IT skills and able to develop electronic documents and communicate electronically across the team 	<ul style="list-style-type: none"> ● Qualified PAT tester ● Drivers license highly desirable
Values & Attitudes	<ul style="list-style-type: none"> ● Commitment to team work ● Friendly and reliable with a positive, helpful attitude ● A flexible approach, and open to changing working patterns if necessary ● A keen learner 	<ul style="list-style-type: none"> ● An interest in re-use/recycling and waste minimisation ● An interest/understanding of social enterprise