

Merry-go-round Glasgow

Community Sales Co-ordinator



Salary	£10.90 per hour
Hours of work	14 hours per week over 7 days (Mon - Sun). Fixed term for 12 months initially
Location:	Based across all of our locations and events locations. The post can be worked from either our shop in Strathbungo or our hub in Shawlands, but we also offer the ability to work some hours from home. The sales events themselves could be in various locations within the city.
Reporting to:	General Manager
Benefits:	Merry-go-round offer a contributory pension scheme, company sick pay scheme and flexible working options.

About Us

Merry-go-round Glasgow is a social enterprise and registered 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 charity shop in Strathbungo selling everything for babies and children up to the age of 5 years. We run a supportive events programme for families, and we work with over 120 agencies across the city to provide free packs of goods to families who need them. We have a skilled and motivated staff team of 14 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, and are committed to excellence.

We are in our tenth year and are an ambitious organisation. Having recently doubled the size of our shop we are passionate about exceeding expectations and our goal of being a one-stop shop and the first choice for parents in Glasgow.

The Role

We are looking for an enthusiastic person for the role of Community sales coordinator. You must have a passion to lead successful projects and be ambitious. This role is a core position to coordinate and deliver a regular series of 'mega sale' events. Following a series of very successful pilots, we are now making these a regular feature. This role is responsible for reviewing the existing master plan and then planning, coordinating, and delivering a series of large scale sales events.

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

The main duties are:

- To lead on all aspects of planning, marketing and coordinating pop up mega sales events - 1 in Spring 2023 and 1 in Autumn, regulating as viable.
- To lead on ensuring our pop up mega sales support families to increase their environmental awareness and showcase practical ways which support families in making more environmentally friendly choices.
- To clearly communicate and liaise with the existing team and operations to ensure the smooth running of the sales
- To gather and report on feedback on all sales events, and adopt continuous improvement.

Job description

- To plan and coordinate pop up sales events - 1 in Spring 2023 and 1 in Autumn.
- Oversee site selection and logistics for each sale.
- To support the community engagement officer to develop a marketing plan promoting the pop up sale events, communicating the key message of sustainable shopping.
- To ensure marketing materials are distributed online and offline, ahead of time for planned pop up events.
- To plan and coordinate the showcasing of practical ways in which parents can make better environmental choices, in line with the needs of our community.
- To engage our community in providing feedback on what they would like to see at sales events, as well as gathering post sale feedback to adopt continuous improvement.
- To display excellent customer service and be able to communicate with a wide variety of people.
- To be responsible for organising equipment and stock required for pop up sales events.
- To liaise and plan with the retail supervisor and operations manager to ensure the right stock is available for planned pop up events.
- To ensure all goods maintain quality and safety at all events.
- To provide feedback and support to the existing team regularly to improve customer experience at pop up events.
- To record and report regularly on agreed key performance indicators including sales income and stock management to the general manager/board of directors.
- To support the volunteer coordinator in recruiting volunteers to help staff the pop up sales events.
- Be responsible for the health, wellbeing and safety of staff and volunteers.
- Ensure safe working practices in line with health and safety requirements at all times.

- To be an excellent team member by:
 - being committed, reliable, friendly and motivated
 - work on own initiative and drive own workload to an agreed set of targets and goals
 - work and liaise effectively with the existing staff team and volunteers
 - be committed to learning and on-going training
 - be committed to Merry-go-round aims and values

AREA	ESSENTIAL	DESIRABLE
Experience	<ul style="list-style-type: none"> ● Managing multiple projects ● Planning events ● Retail and Stock management ● Customer Service experience ● Cash handling/till experience ● Leading a team ● Tech savvy- ability to use online planning tools, use of google drive and have the capability of maintaining digital records ● Understanding of, and compliance with, risk assessment and health and safety standards 	<ul style="list-style-type: none"> ● Planning of sales events ● Experience of social enterprise ● Understanding and experience of charity retail ● Knowledge of products relating to babies and children ● Experience in social media use ● Full drivers licence and experience of driving vans
Skills & Attributes	<ul style="list-style-type: none"> ● Self-motivator, ability to work off own initiative ● Ability to organise/prioritise workload ● Understanding of time sensitive deadlines and be able to plan accordingly ● An eye for planning and coordinating in detail ● Confident communicator to a wide range of audiences ● Computer literate with great IT skills and able to develop electronic documents and communicate electronically across the team 	<ul style="list-style-type: none"> ● Artistic and creative flare
Values & Attitudes	<ul style="list-style-type: none"> ● Commitment to teamwork ● Friendly and reliable with a positive, helpful attitude ● A flexible approach to working and working hours ● A keen learner ● Passion for driving sales and meeting targets/goals 	<ul style="list-style-type: none"> ● An interest in re-use/recycling and waste minimisation ● An interest/understanding of social enterprise