



Make Do and Grow CIC is a not-for-profit social enterprise, focussed on supporting growing families, developing creativity and encouraging reuse.

Based in a retail unit in Burleigh Street, Govan, Make Do and Grow sells low cost, preloved clothing and toys for growing children. Within the shop area, families are encouraged to play with the toys, read a book or draw on the chalkboard wall. Local partnership supports struggling families with vouchers, providing choice and dignity. Meanwhile, the creative workshop area offers free drop in arts and crafts and after school art clubs throughout the week. All activities reuse scrap and waste materials wherever possible.

The Toy Library, based five minutes away at 901 Govan Road, provides high quality toys on a membership based borrow and return model. Families have access to educational and play inspired toys which support learning and development, all whilst building connection, encouraging play and facilitating reuse over new.

We are looking for someone pretty amazing to take on the role of **General Manager** across all our services (children's shop, creative workshops and Toy Library), full time (37.5 hours per week, five days per week including at least one Saturday each month).

This role is critical to the organisation and we are looking for someone who is skilled and experienced in the following:

People Management – You will be managing a team of around 8 part time staff and additional volunteers. We need someone who can bring direction, quality communication and facilitate well-being support for the team whilst maintaining a complex rota, timely reviews and training and development. If you can build a valued, connected team and ensure business priorities and community services are delivered, we want to hear from you.

Planning and Administration – With responsibility for the operation of all services, you will need excellent time management and brilliant administration skills. You'll know your Excel from your Email and be comfortable with social media and website communications including supporting the team to maintain and develop our e-commerce offerings. We are looking for someone who can quickly get to grips with current processes and propose and implement new ones. One day each week can be working from home to facilitate.

Retail and Community Services – As a social enterprise, we need to make the most of our paid services, to continue to offer our free services and resources to the local community. We are looking for both fresh ideas and solid experience to meet the needs of our shop customers, workshop visitors and Toy Library members, whilst increasing visibility and sales. You will have successful management experience in a retail and customer facing environment. Partnership working is key to the organisation and you will be adept at building and maintaining community relationships. All of this whilst remaining hands on in the shop, welcoming, pricing, restocking, serving, cleaning, clearing, prepping and designing alongside the team. You will need to be flexible and decisive when prioritising the day , brilliant at problem solving and not afraid to change the plan!

This is a real opportunity to help shape a grass roots community organisation and make a difference for children and families in the local community. If you can pull the full potential from our people and services, whilst getting stuck into making it happen, please get in touch.



Job Role – General Manager

Salary: £27,500 - £30,500 (dependent on experience). 37.5 hrs/week. (Pay under annual review).

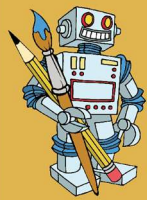
Hours of Work: 37.5 hrs/week, including at least one Saturday every month. Working hours 9.30-5.30pm to cover shop opening. Immediate start.

Location of Work: Make Do and Grow, 41 Burleigh Street, Govan, G51 3LA. (One day home working for admin. Events and support at other Glasgow locations).

N/B This role involves working directly with children and as such is subject to PVG Membership.

Role Description:

- Overall management and development of all services (Children's shop, Creative Workshop and Toy Library) with daily support from the wider team.
- Responsibility for the support and development of all daily staff and volunteers. Including rota, timesheet and absence management and reporting, team meetings and staff communications. Ensuring staff feedback and reviews, training and personal development with the support of the Managing Director and HR Director on the Board.
- Monitoring and reporting against planned outcomes and establishing new measurements and procedures where required. Responsibility for monthly Board and Parent Steering Group operations reports and input into funding reporting.
- Management of retail shop area, including customer service, stock rotation, window dressing, pricing, till operation and cash handling. Responsibility for shop takings and deposits and purchase management of materials and consumables.
- Responsibility for storage and workshop areas, ensuring clean and safe working environment for children, staff and volunteers. Management of risk assessment and health and safety policies. Development of donation processing, inventory and storage management and stock rotation scheduling.
- Development of communications with both team members and service users, building connection, highlighting services and support needs. Including social media, web and email.
- Facilitating e-commerce development with support from the wider management team; managing event bookings, answering customer queries, packaging Ebay shop deliveries.
- Supporting the team in preparing creative workshops and delivering community events in Govan and across wider Glasgow. Participating alongside the Managing Director and local partners in supporting the Govan Thriving Places community agenda.
- Other duties as necessary to meet the immediate needs of the organisation.



make do & grow

Person Specification:

	Essential	Desirable
Qualifications	Degree level or equivalent.	A relevant qualification in retail, business or Community Learning and Development would be an advantage.
Experience	Management level experience in retail or customer facing role. Proven track record in managing successful teams. Experience of the challenges of working in a small and or third sector organisation.	Understanding of Social Enterprise. Experience in the arts. Experience working in collaboration with partners. Volunteer management. Fundraising experience. Experience working with children or families an advantage.
Skills	Strong IT skills (Word, Excel, Powerpoint, email software, Social media platforms, website administration). Excellent communication and customer service skills. Excellent organisation and reporting skills. Excellent planning and time management skills.	Some knowledge of children's clothing and toys would be an advantage. A passion for creativity and or experience in creative software such as Canva and InDesign would be an advantage. Clean driving license an advantage.
Personal Attributes	Flexible, Creative thinker. Problem Solver, Positive, Optimistic and Resilient. Confident working independently. Successful at building strong supportive teams. Responsible. Decisive. Committed. Confident in taking initiative. A planner and a doer.	Able to relate to and quickly build rapport with a diverse range of people. Experience in supporting a team with sometimes complex needs.