

Merry-go-round Glasgow

Operations Officer



Salary	£16,000 per annum
Hours of work	37.5 hours per week over 5 days (Monday - Saturday).
Location:	Based at our sorting facility in Tollcross but with occasional work at our main location in Strathbungo, and concession store in Johnston
Reporting to:	Shop Manager
Benefits:	Merry-go-round offer a contributory pension scheme and flexible working options
To Apply:	C.V. and covering letter, emailed to: sam@merrygoroundglasgow.co.uk

This position is fixed term for 12 months, but with the aim of extending, subject to securing funding

About Us

Merry-go-round Glasgow is a charity in the Southside. Our aim is to support local families with high quality low cost children's goods. We have a boutique style charity shop in Strathbungo selling everything baby, run a full events programme, and also work with over 70 agencies across the city providing free packs to families in need.

The Role

We are looking for a highly motivated and organised person to run our new donations processing facility in Tollcross. The Operations Officer post is a new and exciting position that will be responsible for setting up and managing all activity at our new sorting facility, ensuring that all donations are processed efficiently and the unit is kept meticulously organised.

This role is crucial in helping Merry-go-round reach its full potential. By accurately assessing and identifying stock and maintaining a clear and efficient stock management system, you will ensure that the right type of stock is available at all times to maximise sales potential in different markets not only in the main shop but also in our concession space in Johnston, regular Briggait sales and online ebay store.

You will also be responsible for recruiting and managing a volunteer pool to support the work. Work planning, task setting, motivating, training and coaching will all form part of this role.

The post holder will be super organised, self-motivated, able to drive their own workload, and with enthusiasm to succeed. Your main duties will be to:

- Design the sorting facility and donation sorting process in conjunction with the existing staff team; sort donations; design and maintain a highly organised storage system; safety check and clean stock; Identify stock for multiple sales routes - the main shop, Johnston, Briggait sales and online;
- Work in collaboration with the Partnership Officer and ensure the correct stock is available for our free pack programme at all times;
- Recruit, support and manage a team of volunteers to support the above.

Job description

- To be committed, reliable, friendly and motivated
- To work on own initiative and drive own workload to an agreed set of targets and goals
- To work effectively with the existing staff team to ensure smooth running of operations across three premises
- Design and maintain an efficient and organised donation and sorting system
- Organise and manage stock to ensure the maximum amount of sorted, cleaned and tested stock is available at all times
- Record, sort, clean, test and check goods in line with Revolve standards (full training given)
- Recruit, plan for and manage a team of volunteers
- Support and motivate volunteers by effectively developing role descriptions, procedures and support documents
- Display excellent customer service and be able to communicate with a wide variety of people.
- To be committed to learning and on-going training
- To be 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 	<ul style="list-style-type: none"> > Experience of safety checking, maintaining or fixing baby and children's equipment > Warehousing/stockroom > An understanding of social enterprise > Understanding and experience of charity retail
Skills & Attributes	<ul style="list-style-type: none"> > Excellent organisational skills > Methodical worker > Meticulous eye for detail > Confident communicator > Ability to follow precise instructions (e.g health and safety and trading standards checklists) > Self-motivator, ability to work off own initiative 	<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 to working and working hours > A keen learner 	<ul style="list-style-type: none"> > An interest in re-use/recycling and waste minimisation

Merry-go-round Organisation Chart

