

Merry-go-round Glasgow

General Manager



Salary:	£27,091 per annum, pro rata (subject to 2024/2025 pay increase).
Hours of work:	30-37.5 hours per week
Duration:	12 months
Location:	Merry-go-round shop (32-36 Nithsdale Road, G41 2AN) or hub (Shawlands Arcade, 108 Kilmarnock Road,, with option to work from home.
Reporting to:	Board of Directors.
Benefits:	Merry-go-round offers a contributory pension scheme, flexible working options, a company sick pay scheme, rewards and discounts platform, free silent disco equipment hire, 4 additional public holidays and a day off for your birthday.

About Us

Merry-go-round Glasgow is a 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 baby, run an events programme, and also work with over 120 agencies across the city to provide free packs of goods to families in need. We have a staff team of 14 and are an inclusive and supportive employer.

We are the winner of the Environmental Social Enterprise award in Scotland and the UK. We are a highly aspirational organisation creating huge local impact. 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

The General Manager is a key leadership role entrusted in guiding the organisation, and driving momentum to achieve sustainability and growth. They play a central role in coordinating and managing all activity in the organisation. Reporting directly to the board of directors, the postholder is responsible for providing insight and strategic direction across all areas of the business.

The General Manager will motivate teams and ensure all have clarity on the vision and strategic path.

The role is crucial in creating consistency and efficiency across all areas of the organisation. The post will directly manage the Retail supervisor, Operations manager, Events coordinator and the Community Engagement Officer. The key objective is to coach and develop all team members to deliver on outcomes.

They will play a pivotal role in translating the board's vision and strategy into actionable plans, driving them forward with enthusiasm. Additionally, they will lead by example in fostering a positive working culture and setting the standard for excellence.

The post holder will be extremely organised, self-motivated, able to drive their own workload, able to work independently with enthusiasm to succeed and have a very ambitious vision.

Role description

Strategic:

- Lead the organisation and drive the strategic direction as agreed by the board of directors.
- Coordinate all departments and ensure consistency of processes and standards.
- Report to the board of directors as agreed, against set KPIs.
- Feedback at board meetings.
- Forecasting and target setting for all areas.
- Drive sustainability and growth.

Operational:

- Ensure consistent adherence to policies across the business and take proactive steps to address any deviations from these policies.
- Ensure accurate budget and spending records are kept across all departments.
- Ensure income and expenditure records are accurately kept up to date.
- First point of contact for all property matters including liaising with the landlord, factors, electricity, water, waste, phone and internet companies.
- Ensure safe working practices all times.

People:

- Be an excellent leader and role model, promoting a culture of excellence and inclusivity.
- Coach and develop our staff team to ensure the delivery of desired outcomes.
- Ensure clarity on objectives and motivate the team to achieve them.
- Direct line management of the operations manager, retail supervisor, events coordinator and community engagement officer.
- Oversee HR activity ensuring that all processes and procedures are accurate and being implemented consistently.
- Take responsibility for the health, wellbeing and safety of staff and volunteers.
- Develop and refine all roles and descriptions to align with organisational goals and objectives.
- Manage recruitment with a diverse and inclusive approach.
- Identify and organise training, mentoring and support initiatives.
- Be the lead contact for payroll, ensuring all information is reported accurately and on time.

Requirements and skills

- Previous experience in managing and leading teams, motivating and supporting staff.
- Previous experience in driving strategic direction and strong strategic thinking skills.
- Strong organisational skills and the ability to prioritise well independently to an agreed set of targets and goals.
- Strong ability to communicate effectively with diverse people in a polite and professional manner.
- Understanding of retail/charity retail/social enterprise operations.
- Experience in budget management and forecasting across multiple departments.

- Computer literate with great administrative skills, including the development of electronic documents and communication tools. (Google drive, spreadsheets, Trello)
- Ability to understand and manage property related matters.
- Proactive problem solving attitude and ability to adapt to changing circumstances.
- Be dedicated to learning and ongoing professional development.
- Previous experience and skills in coaching and developing staff to achieve targets.
- Previous experience in recruitment, managing payroll and HR processes and procedures.
- Proficient in reviewing and implementing policies and procedures to ensure efficiency and consistency.
- Committed to maintaining safe working practices and compliance with health and safety regulations.
- Strong sense of integrity and dedication to the organisation's vision and values.
- Exemplary leadership qualities and ability to serve as a role model across the organisation.