



Join our team!

Charity Hub Assistant



Glasgow
Children's
Hospital
Charity



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Job Description: Charity Hub Assistant

Reporting to
Retail Lead

Salary
£23,000

Hours
Full time, 35 hours per week
Mon – Fri (9am to 5pm)
Part time / Job share can be
considered.

Holidays
25 days plus 10 bank holidays

Location
Royal Hospital for Children,
Glasgow

The Charity Hub at the Royal Hospital for Children, Glasgow, is a vibrant space supporting patients, families, and NHS staff. It raises funds through retail sales, promotes fundraising and volunteering, and provides a warm welcome to all visitors.

As Charity Hub Assistant, you'll manage daily operations, ensuring the Hub is clean, well-stocked, and volunteers are prepared to deliver excellent customer service. You'll assist with donations, product queries, event information, and signposting enquiries.

In this fast-paced role, you'll work with the Retail Lead to maximise retail income on the hospital campus.

We're looking for someone with customer service experience, retail knowledge, problem-solving skills, creativity, and strong cash-handling abilities.

Key Responsibilities

- Responsible for effective, safe and profitable daily operations of the Charity Hub, ensuring all processes and procedures are adhered to.
- To ensure that all visitors receive first-class customer service whilst visiting the Charity Hub.
- To be the first point of contact for the general public, donors, potential donors, and volunteers visiting the
- Charity Hub and to give fundraising advice and information on charity activity.
- Supervision of Charity Hub volunteers, ensuring priorities are communicated and tasks are completed within the required timeframes.
- Responsible for management of Charity Hub stock, including accepting deliveries, unpacking and recycling.
- To represent Glasgow Children's Hospital Charity at cheque presentations and events.
- Co-ordinate the charity's hospital trolley service, including loading trolley and visiting wards and departments
- To be responsible for all cash handling including cashing up, banking, issuing receipts and recharges in compliance with the financial and security procedures as set out by GCHC.

Additional Responsibilities

- To be committed and adhere to Glasgow Children's Hospital Charity's vision, mission and values.
- To actively consider professional development and determine training needs.
- To maintain and develop good working relationships with volunteers working with Glasgow Children's Hospital Charity.
- To maintain and develop good working relationships with other members of the wider organisation.
- Any other duties as required by the Retail Lead.



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Person specification

Who we're looking for

Essential Criteria

- 1+ years working in a Customer Service/Retail environment.
- Excellent communication & relationship building skills.
- Confident and the ability to think on your feet.
- Experience in cash handling and administration.
- Ability to work unsupervised & willingness to work flexibly.
- Stock management experience
- Excellent time-management skills.
- Willingness to work evenings & weekends when required.
- A Disclosure Scotland check will be carried out under the Protection of Vulnerable Groups (PVG) Scheme – it is therefore essential that any criminal convictions are disclosed.
- Driving licence & ability to drive a van on occasion (training provided).

Desirable criteria

- Third sector experience.
- Fundraising experience.
- Experience working with volunteers.



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Benefits

Working with us

We care about our team and have a range of financial and work-life benefits that make Glasgow Children's Hospital Charity a great place to work, including:

- Benchmarked, competitive salary
- 5% employer pension contribution
- Blue Light Card discounts
- Flexible working policy
- Enhanced maternity pay (after 2 years)
- Employee Health Plan including counselling support, personal accident cover, financial support for optical, dental and chiropody treatments and Bike 2 Work scheme
- 10 public/ bank holidays each year
- A bonus day off on your birthday
- Time off in lieu (TOIL) for additional hours worked at events and out-of-hours support
- Generous leave policies, including sick leave, 'other leave' and the ability to buy and sell annual leave
- Continued professional development including training, membership of professional bodies and progression opportunities