



SHRUB Cooperative, Scottish Charitable Incorporated Organisation
(Scottish Charity Number SC048825)

Swapshop Retail Coordinator

Salary £22,800 p.a., pro rata 8 hours / week (£5,211)

Saturdays 11-6pm and two monthly meetings during weekdays

Fixed term contract to 31 March 2020 - extension subject to successful funding bids

Job Title	Swapshop Retail Coordinator
Line Manager	SHRUB Trustees
Supported by	Zero Waste Hub Coordinator, the Swapshop Working Group and the rest of SHRUB staff and members

1. Job Purpose

The Swapshop Retail Coordinator works closely alongside the Zero Waste Hub Coordinator in overseeing the Swapshop stock rotation and the retail aspects of the Swapshop, to increase the appeal of the shop to customers and members of the community and shift more items. This is a Saturday role and involves coordination of the Swapshop and volunteers on this day. The role requires an individual who can coordinate others and problem-solve.

Note:

This role is very different to current Swapshop volunteer shifts and requires a high level of pro-activity and self-initiative. It requires a holistic understanding of the shop, the retail processes and volunteer experience.

This job will not include much admin or volunteer coordination out of Saturday hours. This will be the responsibility of the Zero Waste Hub Coordinator.

2. Main Responsibilities of the Swapshop Retail Coordinator role

1.	To oversee the Swapshop stock rotation and assist with retail management including Stockroom management, visual merchandising and displays	50%
2.	To coordinate the shop floor and volunteers on Saturdays. This will include empowering volunteers to take on their tasks during their shifts and problem solving.	20%

3.	To improve and develop Swapshop processes alongside the Zero Waste Hub Coordinator, including pricing processes, donation flow, stock room and till management.	10%
4.	To liaise and develop the Swapshop's re-use partnerships to ensure a full circular economy so our unsold stock is reused.	5%
5.	To develop visual merchandising and Swapshop revenue, improving the shop floor with new ideas including: <ul style="list-style-type: none"> • sale rails depending on excess stock. • space management within the Swapshop depending on 'best-selling' items and financial reports • Accessibility to new demographics (e.g. males, non-binary, 'smart clothes' section) 	5%
6.	To develop the Swapshop's social media presence alongside the Zero Waste Hub Coordinator and the Communications Working group.	5%
7.	To attend one staff meeting and one Working Group meeting per month to liaise and feedback to staff and volunteers (one evening and one morning per month)	5%

3. Additional Responsibilities as a member of the SHRUB team

Planning and Organising

- Plan own workload and activities, delegating effectively to volunteers, to ensure effective service delivery.
- Prioritise and organise day to day Swapshop operations and business development effectively.
- Collaborate with the team at the Zero Waste Hub to ensure that the Swapshop has appropriate staffing for out of hours events.
- Guide and coordinate both colleagues and volunteers working on Swapshop activities.

Problem Solving

- Respond to unexpected challenges while delivering a professional service to Swapshop customers.
- Work holistically with the Zero Waste Hub team to address issues related to the delivery of all projects contained within the Hub and the general maintenance of the premises as a whole.

Decision Making

- Utilise business research skills to educate the Swapshop Working Group and SHRUB team around the development of a Swapshop, maximising the project's potential to contribute to the overarching vision of SHRUB through reinvestment of generated revenue.

- Contribute to the wider organisational development by participating in decision making with staff, trustees and the wider SHRUB community. This includes but is not limited to attending staff meetings and decision making meetings.

3. Key Contacts / Relationships

- Zero Waste Hub Coordinator
- Swapshop Working Group volunteers
- SHRUB Coop members, staff and trustees
- External organisations involved in promoting low carbon communities
- Zero Waste and environmental suppliers

4. Knowledge, Skills and Experience needed (E = Essential/ D = Desirable)

E Experience in a shop at a supervisory level

E Experience in stock management and stock rotation

E Managing teams of volunteers - experienced in how to delegate to and empower them

E Strong relationship building skills

E Passion for sustainability and the Zero Waste ethos

E A high level of empathy and respect for people with different backgrounds and ability to use inclusive, non-stigmatising and respectful ways of communication

E Strong communication and team working skills for a fast-paced working environment

E Ability to work on own initiative and organise own time/workload

E Full proficiency with Google Accounts and familiar with Microsoft Office e.g. Excel

D Experience in an environmental / social enterprise / not for profit organisation

D A good understanding of waste and carbon related environmental challenges

D Working knowledge of behaviour change and the Scottish Government ISM Toolkit

D Experience in co-operative non-hierarchical forms of organising, consensus-decision making, and tasks such as minute-taking and facilitation.

D Local knowledge of Edinburgh

D Knowledge of zero waste movement

Job Context and any other relevant information

About the Swapshop

At the Swapshop you can swap your unwanted things for something else that's been preloved. You can find it at the Zero Waste Hub on 22 Bread Street.

About the Zero Waste Hub

A one stop shop for sustainable living! You can swap your preloved things in our Swapshop, enjoy some rescued food from our Food Sharing Hub, or just hang out and grab a tea or coffee from our Cafe.

About SHRUB Coop

We're a cooperative in Edinburgh working for a world without waste! We empower our community to live a low waste and low carbon life. Become a member and learn to fix a bike, swap your preloved things, enjoy some rescued food and be inspired by new ideas.

Our other activities include...

The **Food Sharing Hub**, where you can fill a basket of rescued food and pay as you feel. You can find it at the Zero Waste Hub on 22 Bread Street.

The **Wee Spoke Hub**, a DIY bike workshop where we empower you with the skills and tools to repair your own bicycle. You can find it at 13 Guthrie Street.

The **SHRUB Space** workshop, where we run upcycling activities and environmental film screenings. You can find it at 17 Guthrie Street.

How we work

SHRUB Coop is organised non-hierarchically and strives to provide an inclusive and empowering experience for all staff, volunteers, and members in our community. We have a staff team who coordinate around 150 volunteers across the organisation to deliver all our activities through working groups. Each project has a working group with a staff member and a team of dedicated volunteers. Other core working groups, such as Finance and Admin, Communications, and Welfare, exist to support projects across the coop.

www.shrubcoop.org www.facebook.com/shrubcoop/

APPLICATION PROCESS

To apply please email by **midnight Tuesday 1st October** to jobs@shrubcoop.org attaching a single Word document comprising a maximum two A4 pages response with evidence of your knowledge, skills and experience which make you eligible for the job.

You may insert a maximum one page Covering Letter in front with a maximum two page CV pasted at the end of the same Word document as an appendix. The panel will shortlist on the basis of essential criteria with secondary weight given to desirable criteria.

Please give as the document filename: **SURNAME - Swapshop Retail Coordinator** with the same as subject line of the email to help us keep track of applicants.

Interviews will be held in the week beginning 14th October in Edinburgh - likely to be Thursday 17th or Friday 18th October. We will be looking for the successful applicant to start as soon as possible afterwards.