



Life is precious

Supporting babies, children and young people with complex disabilities and life-limiting conditions in the North-east of Scotland

Application Pack

Market Manager of Curated Aberdeen



A Charity Registered in Scotland SC042643
A Charitable Company Limited by Guarantee Registered in Scotland SC465466

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April 2021

Dear Applicant,

Market Manager of Curated Aberdeen

Thank you for your interest in the above role.

Charlie House is a locally based children's charity which engages in activities and projects to support children with complex disabilities and life-limiting conditions, and their families, in North-east Scotland. During COVID, all of our services were provided virtually including regular live and on demand activities, support sessions, pre and post -bereavement sessions and gifted items to families to support them during shielding and isolation. We are very much looking forward to continuing to work and support the families face to face as restrictions start to ease. To allow us to do this, and to continue funding the Charlie House Community Nurse based at Aberdeen Royal Infirmary, we have to continue raising much needed funds and thanks to the support of the Bon Accord Centre, have been offered an opportunity to open and manage "Curated Aberdeen".

As such, we are looking for an enthusiastic Market Manager. This is an exciting opportunity to manage the new "Curated Aberdeen" Market, within the Bon Accord Centre and is a key role in supporting the ongoing development of our very special charity. You will play a key role in sharing the Charlie House story with stallholders and customers, and how their support makes a real difference to local families we support.

We are looking for someone who is as passionate and enthusiastic as we are about helping these very special children live life to the full. If you feel that you can help us to deliver our goals, we look forward to receiving your application.

Kindest Regards,

Susan Crighton
Director of Fundraising
Charlie House



About Charlie House

Grampian Children's Respite Care was established in late 2010 to address the identified difficulties in accessing appropriate care and support for children and young people with complex needs, and their families, in the North-east of Scotland. The charity was launched officially in January 2013 after securing charity registration and the support of NHS Grampian and Social Care professionals in the area for our proposed projects.

In the very early days, we commissioned research into caring for a child with a disability. The Carers Report highlighted the difficulties of caring for a child with a disability and the impact on finance, relationships, health and well-being of the whole family. This report echoed many other studies conducted both in Scotland and across the UK by charities such as Carers UK and Shared Care Scotland. It is widely accepted that supporting carers with their caring role means that they can care better for longer and improve the well-being of the whole family.

Children with complex disabilities, and/or life-limiting conditions, more often than not, experience a degree of social exclusion as they are not able to take part in everyday activities that others their age can. They have limited opportunities for making friends, enjoying activities and having fun. The whole family becomes more socially isolated than most and are often dealing with stressful caring situations without access to appropriate support.

Our Purpose and Vision

The charity is known publicly as Charlie House; its purpose is to engage in activities and projects to support children with complex disabilities and life-limiting conditions, and their families, in North-east Scotland.

Our vision is that all children with life-limiting conditions in the North-East receive the necessary support they require from the very start of their life journey, including a smooth transition from hospital to home, receiving practical and emotional support for the whole family, enjoying activities, making memories and living life to the full.

Our mission is to improve life quality for children with life-limiting conditions and their families in North-East Scotland.

Future Plans

In the short term, our plans are to expand the Activities Club, establish further sibling and parent carer support groups and expand our community team. In the long term, we will be progressing our plans for a Specialist Support Centre in Aberdeen.

For more information on Charlie House visit our website www.charliehouse.org.uk, check out our Facebook page or follow us on Twitter @CharlieHouseHQ.



Role Profile

Position	Market Manager
Type	Part-time, 12 months fixed term contract
Hours	34 hours per week 27 hours Friday to Sunday with additional hours 7 hours for admin which are flexible and can be done remotely.
Location	Curated Aberdeen Market, Bon Accord Centre, Aberdeen.
Reports to	Director of Fundraising
Role purpose	<p>Exciting opportunity to manage the new Curated Aberdeen Market within the Bon Accord Centre. You will be responsible for supporting up to 30 independent stall holders in our new market which is open Friday through to Sunday. You will be main point of contact for all stall holders and ensure the safe and smooth running of the market.</p> <p>You will also be responsible for generating new ideas and opportunities within the market, including themed weekends.</p>
Responsibilities	<ul style="list-style-type: none"> • Co-ordinate stallholders to ensure a varied selection of retail offerings. • Supervise the set up and close up of stallholders. • Manage the market space to ensure stallholders are set up correctly and follow the COVID19 retail guidelines. • Prioritise customer service, engagement and expediently resolve any stallholder or customer queries. • Main point of contact for any EHO inspections or queries. • Check set up against market risk assessments, ahead of each market opening day. • Ensure risk assessments, appropriate COVID19 paperwork and other appropriate paperwork is maintained and updated in a timely manner. • Create market store plans on a weekly basis, based on the stallholders participating in the market. • Liaise with Charlie House Volunteer Co-ordinator to ensure the Charlie House stand is suitably staffed with volunteers during market opening times. • Day to day supervision of Charlie House volunteers manning the Charlie House stand. • Responsible for stock control of Charlie House merchandise, notifying the Office & Fundraising Co-ordinator of low stock in a timely manner.



	<ul style="list-style-type: none"> • Manage the cash-up from the Charlie House stand at the end of each market day. • Provide weekly updates of stalls to the Fundraising and Marcoms Teams, so that appropriate social media content is available. • Work with the Finance Team to ensure the timely management of invoices and banking.
Key external contacts	<p>You will develop strong links with:</p> <ul style="list-style-type: none"> • Bon Accord Centre Management & Facilities Team • Stallholders
Key internal contacts	<p>You will work closely with the Volunteer Co-ordinator, Fundraising Team, Volunteer Team and ReCHarge Café Team.</p>
Financial dimension	<p>You will be responsible for delivering specific financial target incomes annually as set out and agreed in the fundraising strategy to deliver the proposed current and planned projects.</p>
Other considerations	<p>Ensure regulatory compliance – with internal policy and procedure alongside external requirements e.g. health and safety, fundraising and marketing standards, practices and policies.</p> <p>Promotion of Charlie House is an integral part of the role, and as such, you may be required to feature in our magazine, articles, website and social media.</p>
Holiday entitlement	<p>31 days annually plus 2 fixed public holidays (pro-rated)</p>



Person Specification

Desired experience	<ul style="list-style-type: none"> • Previous experience in a similar role within events or retail. • A successful track record of providing excellent customer service. • Experience of the COVID19 retail guidelines.
Essential skills & abilities	<ul style="list-style-type: none"> • Self-starter with strong interpersonal skills including verbal and written communication. • Friendly and professional demeanour that motivates and inspires stallholders and customers to return to the market. • Exceptional organisational skills. • Must be proficient in both Microsoft word and excel. • Flexible, can-do attitude. • Ability to multi-task and work under pressure. • Desire to work as part of a team to generate fresh and innovative ideas.
Desired qualifications	<ul style="list-style-type: none"> • An HND or degree in one of the following areas would be desirable but not essential: <ul style="list-style-type: none"> ○ Retail management ○ Marketing ○ Business studies ○ Fashion management



Application Procedure

How to apply

To apply for this post, please read the attached information, role and person specifications carefully. If you feel that your skills are suited to the needs of the role please email your CV, with two references and an informative covering letter to include a statement identifying any relevant skills, experience and abilities that match the specifications required to Kerry Campbell, HR Manager at kerry@charliehouse.org.uk

Closing Date & Interviews

The closing date for this post is **Thursday 13th May 2021**. Interviews will take place w/c 17th May 2021.

References

Please give the names and addresses of two people who can provide an assessment of your suitability for this post. **One should be your current or most recent employer**. References will not be taken up until the position is offered and accepted.

Work Permit

If you require a work permit to work in the UK please inform us in your covering letter.

Data Protection

All information provided will be kept in accordance with the requirements of the General Data Protection Regulations.