



## Merry-go-round Glasgow Rental Service Coordinator

<b>Salary:</b>	£12.00 per hour
<b>Hours of Work:</b>	22.5 hours per week, worked flexibly across Monday to Sunday, to be agreed.
<b>Duration:</b>	12 months fixed term contract with the possibility of extension.
<b>Location:</b>	Merry-go-round Office space, 51 Cadogan Street, Glasgow, G2 7HF. The post will be based from our office space in Glasgow city centre.
<b>Reporting to:</b>	Rental Services Development Manager
<b>Benefits:</b>	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.

**Merry-go-round seeks a motivated and organised individual to coordinate our new travel rental service. Join us and play a key role in providing families with the convenience they need when travelling with young children!**

### 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 are launching a new exciting service - baby and children's equipment rental, for families travelling to and from Glasgow. With Revolve (Scotland's national safety and quality standard) certified goods, families will be encouraged to hire items for short term use, rather than buying, reducing waste and their carbon footprint.

As the winners of the Environmental Social Enterprise award in Scotland and the UK, with a dedicated team of 14, we are a highly ambitious, supportive and inclusive organisation creating huge local impact. Our aim is simple: to be Glasgow's go-to for parents and visiting families alike.

### The Role

The Rental Service Coordinator is a new role, responsible for coordinating all aspects of the rental service specialising in children's goods for travel. Working alongside the rental services development manager, your role will involve coordinating the rental process, ensuring the timely delivery and collection of items, maintaining inventory of items, supporting volunteers and maintaining high standards of quality and safety as well as providing excellent customer service.

## **Main Aim**

To establish a user friendly, professional and efficient travel rental service tailored for families travelling with young children, to and from Glasgow.

## **Main Duties**

### *Coordination:*

- Establish and coordinate the end-to-end rental process from inquiry to return.
- Create the rental process and fulfil orders accurately and efficiently, including reservations, payments and service agreements.
- Arrange delivery and collection, ensuring a timely and convenient service for customers.
- Oversee the rental process and logistics, and feedback proposed service changes or enhancements to the Rental Service Development Manager

### *Stock Management:*

- Maintain accurate stock management records and stock levels to meet demand.
- Conduct safety and quality checks to [Revolve](#) standards on all items before delivery and upon return, to ensure all items meet safety and quality standards.
- Conduct maintenance procedures to ensure that items are cleaned before delivery and upon return, and to ensure that repairs and replacements are carried out as necessary.

### *Customer Service:*

- Provide exceptional customer service, addressing enquiries, concerns, and feedback promptly and professionally.
- Offer product recommendations and advice to assist customers in selecting the most suitable items to best suit their travel requirements, as required.
- Strive to create a positive and memorable experience for every customer.

### *Marketing and Promotion:*

- Collaborate with the Development Manager to create engaging content for the website, social media and other marketing channels.
- Actively participate in promotional outreach and raising awareness of the service.
- Work to brand standards at all times and deliver marketing plan actions as set out in the marketing plan.

### *Data Management*

- Maintain accurate records of rental transactions and customer interactions.
- Ensure compliance with health and safety, quality and Revolve standards through accurate record-keeping and adherence to precise instructions.
- Utilise computer literacy to compile and manage data collection through the use of Google sheets/excel.

### *Feedback and Improvement:*

- Identify opportunities to streamline and improve the rental processes for increased efficiency and customer satisfaction.
- Collect customer feedback and rental data to enable analysis, identify trends, and areas of improvement.
- Work with the Rental Services Development Manager to implement changes and enhancements to the service.
- Provide accurate and regular data as requested by the Rental Services Development Manager

## Requirements and skills

- Strong coordination and multi tasking skills.
- Ability to provide excellent customer service and communicate in a polite and professional manner.
- Ability to follow precise instructions (e.g health and safety, quality and safety standards checks).
- Computer literate with great administrative skills, including the development of electronic documents and communication tools. (Google drive, spreadsheets, Trello)
- Strong organisational skills and the ability to prioritise well independently to an agreed set of targets and goals.
- Excellent written and verbal communication skills and the ability to communicate effectively with diverse people.
- A flexible approach to working and working hours.
- Have an ambitious vision and drive.
- Must be able to work on their own initiative and set own detailed work plan
- Be committed to learning and ongoing training.
- Have an understanding of the importance of reuse and repair.