

ONE
REN



Paisley Museum Retail Supervisor Recruitment Pack



Contract Details

Position: Retail Supervisor

Salary: Grade 4: £30,212.58 – £31,813.89 (£15.66 – £16.49 per hour)

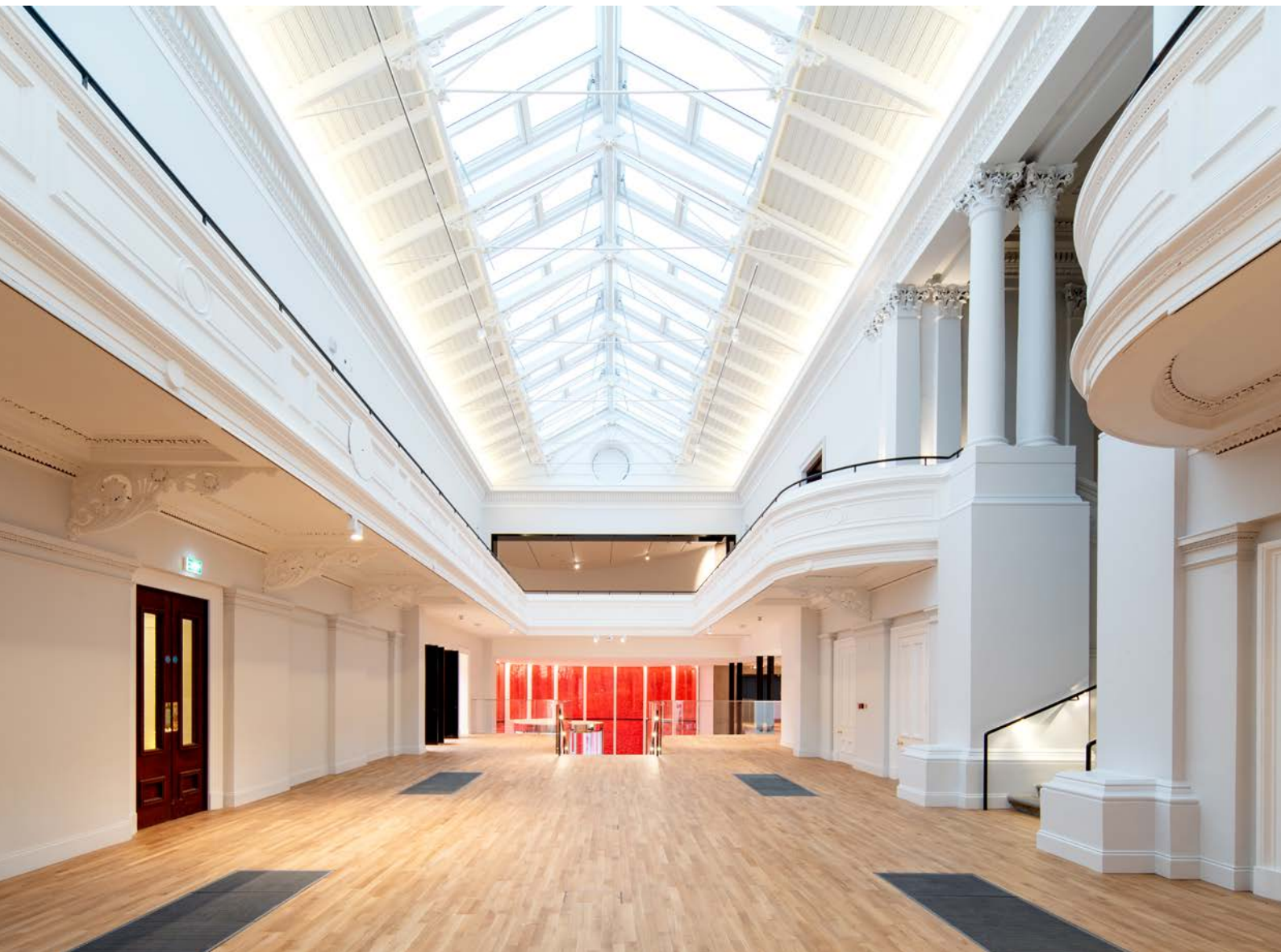
Hours: 37 hours per week

Line Manager: Retail Manager

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 1	On	On	Rest	On	On	On	On
Week 2	On	Rest	On	On	On	Rest	Rest

(Proposed days of working may be subject to change)

Successful candidates must have a flexible approach regarding hours worked to suit the needs of the role.



About the Role

OneRen are passionate about the part we play in improving life-long physical and mental health in every one of our communities. Our trust provides a range of affordable, accessible and ambitious services that are open to all and that improve personal, social and economic outcomes. Our goal is to improve the people of Renfrewshire's health and wellbeing by working in partnership to design and deliver a range of life-enhancing and accessible cultural, leisure and sporting opportunities that meet local needs and improve life chances across the population.

Paisley Museum is being transformed into a striking new cultural destination.

Designed by globally renowned architects A_LA, it's already drawing attention around the world. But at its heart, it's rooted in community – built in partnership with and designed as a place that truly belongs to the people of Renfrewshire.

A new bespoke retail space has been sympathetically designed to reflect the visions and values of the museum and is intended to be a key attraction, offering an experience that is an extension of the museum collection and programme. Visitor experience is at the heart of OneRen services and the retail shop should exceed expectations, offering a 5 star service.

Delivered by OneRen, an independent charity working alongside Renfrewshire Council, the Museum will join one of the many vital services supporting the organisation's mission to improve the health and wellbeing of the community by providing life-enhancing and accessible culture, leisure and sporting opportunities.



About You

We are looking for someone who is enthusiastic and a customer-focused retail professional who enjoys working in a fast-paced environment and takes pride in delivering outstanding service. You understand what great retail looks like and have the leadership skills to inspire others to achieve high standards every day.

You'll bring experience of supervising teams within a retail environment and have a proven ability to support, coach and develop colleagues. You're confident dealing with customers, resolving issues professionally and building positive relationships with both internal and external stakeholders.

You'll have a strong commercial awareness and understand how effective merchandising, stock management and promotional activity contribute to sales growth. You'll be comfortable working with financial processes, including cash handling, reconciliations and banking procedures, ensuring accuracy and attention to detail at all times.

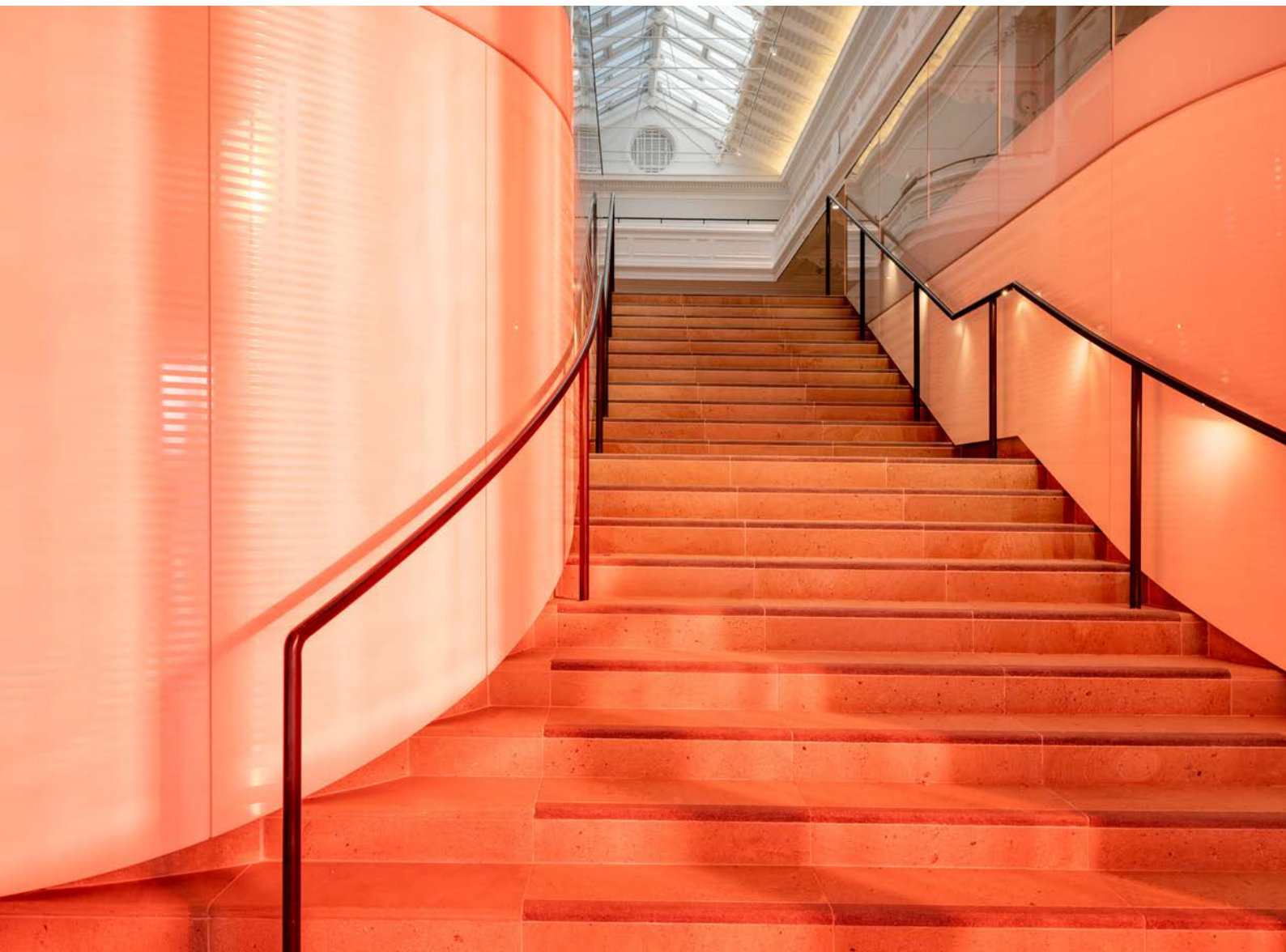
We're looking for someone who is proactive, organised and solutions-focused. You'll enjoy working collaboratively, adapting to changing priorities and finding ways to continuously improve the customer experience. Whether you're leading a team, supporting a customer or managing operational tasks, you'll bring energy, professionalism and a positive attitude to everything you do.



You'll be someone who

- Has experience supervising and developing people within a retail environment.
- Is passionate about delivering exceptional customer experiences.
- Can create engaging merchandising displays that drive sales and enhance the customer journey.
- Is confident handling financial processes, cash management and banking procedures.
- Builds strong working relationships with colleagues, customers and suppliers.
- Focuses on solutions and embraces challenges with a positive mindset.
- Performs well under pressure and remains focused on delivering results.
- Demonstrates integrity, excellence, creativity and fairness in everything they do.
- Is flexible and willing to work evenings and weekends to meet the needs of the business.

If you're looking for a role where you can lead a team, influence performance, enhance the visitor experience and help shape a successful retail offer, we'd love to hear from you



Why Join Us?

- Be a part of a supportive, inclusive, and innovative culture
- Opportunities for professional growth and development

Benefits

- 28 days leave, and 5 public holidays with an increase in line with length of service
- Buying additional leave of up to 5 days extra
- Free or discounted access to OneRen leisure facilities and up to two nominated family members or friends
- Use of all swimming pools with up to 5 friends or family
- A free venue and performance ticket per year
- Family friendly policies including flexible working, enhanced maternity/paternity
- Group life Assurance
- Access to Strathclyde Pension Fund, an employee contribution of 5.6% and employee contributory pension scheme of 17.5%
- Discounts with local and nationwide retailers via our employee benefits platform
- Access to Occupational Health, Physiotherapy & CBT
- Access to Time for Thriving, a trusted mental health and wellbeing provider
- Access to free and confidential financial support advice services
- Discount off food and beverages at the Cafes located within OneRen venues



Join our Team

Interested in helping to shape inspiring Retail visitor experiences? Join us as a Retail Supervisor at OneRen.

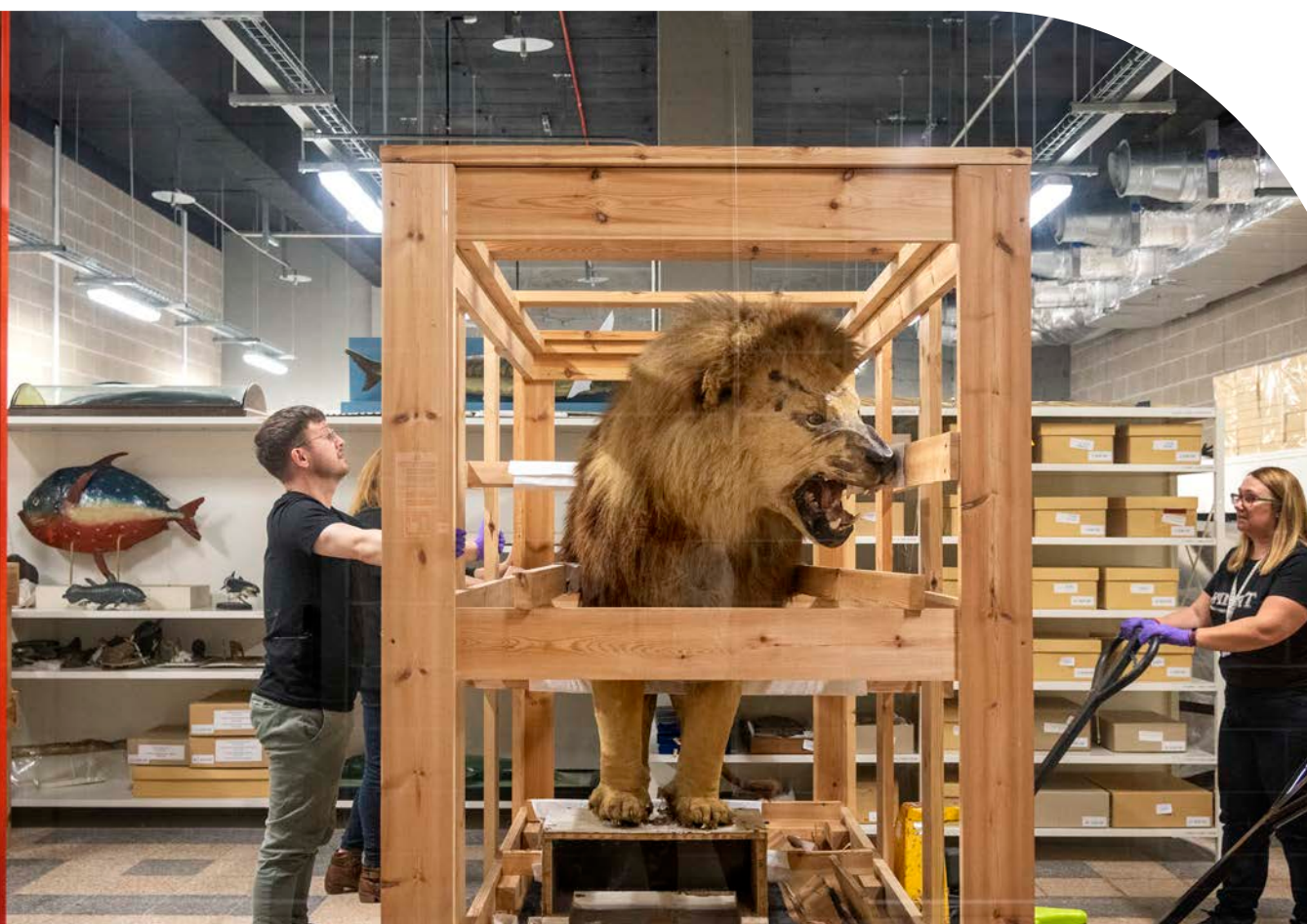
At OneRen, we believe the benefits of heritage, culture and wellbeing should be available to everyone in our community. As a charity, we're committed to ensuring our collections, events and services are accessible and offer new and exciting ways to enjoy, learn, play and create.

Please note: Due to the responsibilities of this role, successful applicants will be required to complete a basic Disclosure check. Any offer of employment will depend on the outcome of this check.

For more information about Disclosure Scotland checks, please visit their website: [Disclosure Scotland](#).

You can also find out more about us and the work we do from some of our people here: [Why Work With Us?](#)

Apply now at <https://www.oneren.org/work-with-us/join-our-team/>



What Happens Next

We'll shortlist based on your experience and potential against the essential criteria for the role following our closing date

We're keen to make the process welcoming and fair – if you need any adjustments, just let the People Team know, oneren_hr@renfrewshire.gov.uk.

If you would like a confidential chat with the recruiting manager Susan Doherty, please get in touch, susan.doherty@renfrewshire.gov.uk.

