



Job Description

Position Title:	Commissions Steward
Location:	Fairley Street, Glasgow
Department:	GalGael Enterprises
Reporting to:	Business Manager
Salary:	£25,000 pro rata Hours 21 hours per week

The Role

The Commissions Steward will be a member of the staff team reporting to the Enterprises Business Manager. The Commissions Steward will be responsible for the day-to-day management of the Commissions Team. This will include handling customer enquiries, job management, customer service, personnel (volunteers) management, work scheduling and quality control.

The Commissions Steward will work closely with the Business Manager to meet Commissions Team targets and with the Workshop Manager to manage the availability of timber and to ensure that workshop best practice (including health and safety) is adhered to.

The Commissions Steward will work with Journey On staff and with the Products Team to develop volunteers' skills to levels required by the Commissions Team.

The Commissions Steward will liaise with professional woodworkers who work in cooperation with GalGael to ensure that commissions' projects are allocated most appropriately within the organisation.

The Commissions Steward will liaise regularly with the Products Steward regarding the allocation of personnel and skills.

Responsibilities

- Oversee the entire commission process from initial enquiry to delivered job
- Lead on the management of incoming enquiries and requests from prospective customers in order to secure work and ensure customer satisfaction
- Liaise with prospective customers to develop commission ideas and secure jobs with realistic budget and specification
- Assess commission requests/ enquiries for viability
- Cost commissions for competitiveness and profitability
- Train and mentor commissions team members in job assessment and costing

- Manage timber and other materials selection
- Liaise with Timber Team to maintain reliable supply of timber for commissions
- Work with Workshop Steward to ensure workshop best practice (including health and safety)
- Work with Journey On organisers and Products Steward to develop volunteers' skills to levels required by the Commissions Team
- Work with Workshop Steward to ensure regular maintenance of machinery used in commissions work
- Oversee training of commissions team in use of machinery

Person Specification

SKILLS (Competencies and Aptitudes):

- Demonstrable skills in woodworking (furniture-making or similar)
- Competent at generating accurate costings for range of work.
- Positive, eager and responsive attitude.
- Initiative and desire to achieve goals.
- Excellent interpersonal skills. Ability to communicate effectively with a wide range of individuals and groups.
- A systematic approach to work planning and execution.
- Ability to work to timelines, budgets and production targets.

PREVIOUS EXPERIENCE:

- Minimum of 5 years experience in a woodworking-related business.
- Several years experience of managing woodworking projects, including the management of personnel working on these.
- Practical experience of customer relations and order management.
- Experience of teaching or tutoring desirable but not essential.

KNOWLEDGE:

- Good knowledge of timber and its uses.
- A sound knowledge of woodworking techniques and skills

QUALIFICATIONS (Educational and Vocational)

- Any relevant qualifications considered

OTHER FACTORS

Willingness to be flexible to help the organisation meet changing needs.

An understanding of the work of GalGael and a commitment to the organisation's values.