

POSITION DESCRIPTION

RETAIL ASSISTANT / DEPUTY COORDINATOR

OVERVIEW

Program:	Op Shops
Reports to:	Op Shop Coordinator
Supervise:	Store Assistants, Volunteers
Date of Last Review:	December 2019
Classification:	Retail Employee Level 4 /Level 6 Sacred Heart Mission Enterprise Agreement 2018 or subsequent Agreements
Victorian Portable Long Service Benefits Scheme	This role has been deemed ineligible to participate in Scheme

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	N/A	Updated by:	N/A		
Review Date:	December 2019	Approved by:	Manager People & Culture		

VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

The mission currently operates twelve opportunity shops. The op shops provide over a third of Sacred Heart Mission's operating income. Various programs are reliant on the op shops as their major source of funding. This level of income is only possible due to the generous donations received from the community and the customers who shop in our stores. The number of op shops and the level of income is expected to grow over the next 10 years.

PURPOSE OF THE POSITION

The purpose of the role is to assist the Store Coordinator and other Op Shop staff in the day-to-day operation and maintenance of the store as well as assisting in developing and maintaining a committed and supportive team of staff and volunteers. In the Op Shop Store Coordinator's absence, the Retail Assistant / Deputy Coordinator is responsible for the daily operations of the store, including stock management, optimising sales and revenue, and providing customer, donor and volunteer satisfaction. The incumbent is to report back to the Store Coordinator on any matters that may impact upon the store.

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KEY RESPONSIBILITIES

Accountability	Major Activities
Stock Control	<ul style="list-style-type: none"> ▪ Communicate with store coordinator to minimise excessive stock and maximise stock requirements ▪ Sort and price stock to agreed standards in a timely and effective manner ▪ Dispose of unwanted goods in a safe and timely manner ▪ Be aware of designer and vintage wear, as well as collectibles and valuables, and price to optimise returns ▪ Manage markdowns; rotate stock as required ▪ Minimise theft ▪ Once sold, turnover furniture and other large items as promptly as possible and replace with unsold items
Customer Service	<ul style="list-style-type: none"> ▪ Refer and discuss any complaints with the store coordinator as soon as practicable ▪ Provide professional and courteous service to all donors and customers at all times ▪ Build and maintain relationships with regular customers and donors ▪ Respectful and courteous phone manners ▪ Be aware of SHM's services and refer enquiries to appropriate people when necessary
Supervision	<ul style="list-style-type: none"> ▪ Assist in training new staff ▪ Attempt to resolve any conflicts as they arise ▪ Through example, on-site training and availability, manage and support both staff and volunteers ▪ Develop a productive and respectful working relationship with staff and volunteers ▪ Ensure staff and volunteers adhere to all relevant volunteer, SHM and op shop specific policies and procedures
Presentation	<ul style="list-style-type: none"> ▪ Visual merchandising, window dressing and the general presentation and safe maintenance of all areas of the store

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Date created: December 2016

Prepared by:

Manager People & Culture

Date Updated: N/A

Updated by:

N/A

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	<ul style="list-style-type: none"> Assist in keeping the store, merchandise and fixtures clean – this will involve vacuuming, dusting, cleaning of amenities and appliances
Operations	<ul style="list-style-type: none"> Opening and closing the premises Assist with coordination of staff and volunteer rosters Report maintenance issues to store coordinator or op shops manager in a prompt manner Deliver sales and profit to budget Correct cash register procedures, cash register balancing, cash handling, banking and record keeping Ensure point of sale procedures, including EFTPOS, are always adhered to Ensure courteous and timely communication with other staff and volunteers, up to and including the utilization of communication and log books Adhere to all the SHM and op shop policies and procedures; maintain confidentiality and privacy in all matters relating to staff, customers, procedures and security Ensure staff amenities are maintained Regularly report to the store coordinator
OH&S	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
RISK	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
CQI (Continuous Quality Improvement)	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.

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Date created: December 2016

Prepared by: Manager People & Culture

Date Updated: N/A

Updated by: N/A

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TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.
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MANDATORY REQUIREMENTS

- A current Criminal Records Check
- A current Victorian Working with Children Assessment Notice
- Valid driver's license to drive in Australia

QUALIFICATIONS

Desirable:

- Certificate III in Retail or above
- Training in Manual Handling
- Training in Occupational Health and Safety
- Training in Visual Merchandising
- Fire Warden Training

KEY SELECTION CRITERIA

- Demonstrated experience in retail or Op-Shop management.
- Proven ability to manage and supervise a small team.
- Excellent communication skills, both verbal and written.
- High level interpersonal skills, with a demonstrated capacity to work both autonomously and collaboratively with others. Experience working with volunteers will be well regarded.
- Ability to participate collaboratively and constructively within teams of peers, staff and other stakeholders, as well as initiative and effective personal judgement when working alone.
- Strong alignment with the values of Sacred Heart Mission.

APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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