



## POSITION DESCRIPTION

<b>Position Title:</b>	Head of Retail
<b>Location:</b>	Central Office – Box Hill
<b>Reporting to:</b>	General Manager Retail
<b>Direct Reports:</b>	2 x Retail Operations Managers

### ORGANISATIONAL CONTEXT

#### Our Vision

The Society aspires to be recognised as a caring Catholic charity offering 'a hand up' to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

#### Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

#### Our Values

- Commitment: Loyalty in service to our mission, vision and values
- Compassion: Welcoming and serving all with understanding and without judgement
- Respect: Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- Integrity: Promoting, maintaining and adhering to our mission, vision and values
- Empathy: Establishing relationships based on respect, trust, friendship and perception
- Advocacy: Working to transform the causes of poverty and challenging the causes of human injustice
- Courage: Encouraging spiritual growth, welcoming innovation and giving hope for the future

#### Our Services

The St Vincent de Paul Society's members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; Compeer programs for people experiencing mental illness; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated 'members'; all who volunteer their time to undertake a range of community support activities at a local level ('conference'), semi-regional level ('regional'), regional level ('central'), and state level ('state'). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.

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## PURPOSE OF ROLE

This position forms part of the Retail Management Team and provides advice, support and specialist expertise to Retail Operations Managers, Area Support Manager, Shop Managers and Shop Management Teams. This key role is to assume management authority and accountability for the continued highly successful operations of Vinnies Retail across the State. Head of Retail will lead a dynamic team to maintain and grow vital retail operations.

Support members and volunteers to be effective in their responses to the most disadvantaged in our communities.

## KEY ACCOUNTABILITIES

Key Accountability	Deliverables
<b>Contribute to the organisational culture</b>	<ul style="list-style-type: none"> <li>• Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society's values are incorporated into all aspects of the performance of the role</li> <li>• Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace</li> <li>• Positively contribute to and influence organisational culture</li> <li>• Actively participate in activities that develop your personal and professional skills, knowledge and experience</li> <li>• Regularly attend and actively participate in all team / divisional and organisational meetings</li> <li>• Contribute to developing a culture of continuous improvement and respond positively to change</li> </ul>
<b>Lead, manage and motivate team to achieve their objectives</b>	<ul style="list-style-type: none"> <li>• In conjunction with HR; recruit, develop and retain a skilled and motivated team</li> <li>• Build a cohesive and engaged team and foster a culture with our mission at its centre</li> <li>• Develop clear KPIs for all team members and actively implement the Society's performance management processes</li> <li>• Communicate effectively with your team through regular team and individual meetings</li> <li>• Lead the team in the practice of continuous improvement</li> </ul>
<b>Safety</b>	<ul style="list-style-type: none"> <li>• Engage with your staff and volunteers to identify and work through the resolution of hazards and incidents</li> <li>• Investigate safety incidents and close off related actions in the required timeframes; engage HR for support where required</li> <li>• Conduct workplace inspections quarterly of all buildings under your management and close actions in the required timeframes</li> <li>• Ensure your teams understand and are accountable for risk management with their work</li> </ul>
<b>Planning, Compliance and Budgets</b>	<ul style="list-style-type: none"> <li>• Develop your work plans to ensure that all resources; be they human, material or financial, are managed effectively and with efficiency to achieve strategic objectives.</li> <li>• Ensure that all activity is ethical and compliant with legislation, regulation and organisational policies and procedures</li> <li>• Manage annual budgets, facilitate local participation in budget preparation (where relevant) and ensure that budgets are completed and lodged within</li> </ul>

	<p>designated timeframes.</p> <ul style="list-style-type: none"> <li>• Monitor and report on budget as required, take action to address negative budget variances and ensure expenditure is within budget.</li> <li>• Prepare business cases for approval by CEO for all out of budget expenditure.</li> </ul>
<b>Retail Operations</b>	<ul style="list-style-type: none"> <li>○ The Head of Retail will be required to oversee functional responsibility across the areas including, but not limited to, the following: <ul style="list-style-type: none"> <li>▪ Merchandising and Presentation</li> <li>▪ Financial Management and Reporting</li> <li>▪ OH&amp;S and Risk Management</li> <li>▪ Security/Shrinkage/Technology</li> <li>▪ Customer Service and Training</li> <li>▪ Sales/Marketing/Advertising/Promotions</li> </ul> </li> <li>○ Work with Retail Operations Managers and Area Support Managers to foster a strong customer service culture in shops</li> <li>○ Ensure that Retail Operations Managers are adequately resourced to effectively manage their region autonomously.</li> <li>○ Identify areas requiring improvement across the state and manage the provision of appropriate support to achieve desired outcomes.</li> <li>• Work with Retail Management to ensure a flexible team approach so that resources are directed towards areas of highest priority.</li> <li>• Monitor and regularly report on matters of security in shops and recommend/implement cost effective strategies to protect the Society's assets.</li> <li>• Work with retail management regarding relocation of shops, potential new shop locations and annual property maintenance requirements in existing shops</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Liaise with Central Council Presidents, Regional Council Presidents and Conference members as required to foster a united and cohesive approach to our services</li> <li>• Be proactive in taking a leadership role in projects and events that contribute to the Retail division and/or influences organisational culture.</li> <li>• Identify adjacent market opportunities</li> <li>• All other tasks as required to fulfil the objectives of the team and organisation.</li> </ul>

#### POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
General Manager Retail	Internal	<ul style="list-style-type: none"> <li>• Support/direction/advice/provision of information/sounding board</li> </ul>
Retail Management and Support Team, Head of Merchandise & Retail Innovation, Business	Internal	<ul style="list-style-type: none"> <li>• Retail Management and Support</li> </ul>

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Development Manager, Sustainability/Loss Prevention Manager.		
Retail Operations Managers East/West	Internal	<ul style="list-style-type: none"> <li>Support, counsel, guidance, instruction, mentoring, appraisal</li> </ul>
Transport, Warehouses,	Internal	<ul style="list-style-type: none"> <li>Support and advice</li> </ul>
Shop Managers and Retail employees and volunteers	Internal	<ul style="list-style-type: none"> <li>Support, counsel, guidance, instruction, mentoring, appraisal</li> </ul>
SVDP Support teams including HR, ICT, Finance, Facilities, Marketing & Fundraising	Internal	<ul style="list-style-type: none"> <li>Support and advice</li> </ul>
Service Development	Internal	<ul style="list-style-type: none"> <li>Customers / recipients of our service</li> </ul>
Conferences	External	<ul style="list-style-type: none"> <li>Partner to provide services to people we serve</li> </ul>
People we serve	External	<ul style="list-style-type: none"> <li>Recipients of our service</li> </ul>
Customers	External	<ul style="list-style-type: none"> <li>Customers / recipients of our service</li> </ul>

## DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.

## KEY PERFORMANCE INDICATORS

These will be developed by the Manager in consultation with the incumbent and will regularly be reviewed.

## KEY REQUIREMENTS

### Qualifications

- Accreditation or suitable experience in Business/ Management.
- Current Victorian motor vehicle license

### Skills

- Strong time management skills, including ability to meet deadlines
- Project management
- Ability to build rapport and influence others
- Outstanding written and verbal communication skills
- An ability to resolve conflict and disputes
- Exceptional skills in forging internal and external relationships
- Strong analytical & reporting capabilities
- Innovative & practical in problem solving
- Strong attention to detail
- Effective judgement & decision making
- Ability to work well under pressure

### Competencies

Competency	Major recommendations expected
Business planning	Can develop, support, implement and effectively implement the departmental business plan
Financial performance	Consistently improves financial performance with regard to a return on investment, increasing productivity and the profitability of each store
Business analysis and development	Data management and analysis to identify risks and opportunities
Business knowledge	Demonstrates an intimate understanding of the core business and supporting functions and operations
Project management	Manages projects and change processes through planning, implementing, monitoring, communicating, reviewing and progress reporting to all key stakeholders
Team development	Builds cohesive team of people; shares wins and success such that each team member feels valuable and appreciated; guides team to establish and achieve goals; assesses individual and team needs and supports further development
Sector knowledge	Can articulate in-depth information on trends in the sector and the broader environment and their implications for the organisation



### **Knowledge / Experience**

- Significant Retail Management experience
- Evidence of outstanding capacity to develop a high performance culture achieving sales and growth targets
- Successful leadership/team development experience
- Extensive knowledge of retail management, stock control, sales and merchandising
- Demonstrated experience in managing a team of Area Managers and a workforce across multiple work sites
- Proven experience in continuous improvement of Systems and workforce planning
- Strong experience with technology, data management, reporting and analysis
- Experience leading and engaging people (a team) to achieve objectives
- Experience coaching and developing managers
- Demonstrated experience in working autonomously, whilst part of a larger team environment.

### **Attributes**

- High degree of computer literacy
- Outstanding business acumen
- Outstanding communication skills, both written and verbal
- Passion, skill and commitment to represent organisational values
- Inspirational
- Innovative
- Preparedness to vary normal working hours (including weekends) to facilitate the demands of the role
- Strong budgeting, financial reporting and analysis
- Strong and effective judgement and decision making
- Ethical and professional at all times
- Leadership courage and resilience
- Awareness of, and ability to work within, the ethos of the Society

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.