St Vincent de Paul Society

good works

# POSITION DESCRIPTION

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|---|---|
| **Position Title:** | **Shop Manager** |
| **Reporting to:** | **Area Support Manager** |
| **Direct Reports:** | **Duty Manager, Retail Assistant, Volunteers** |

## ORGANISATIONAL CONTEXT

### Our Mission

The St Vincent de Paul 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 Vision

The St Vincent de Paul 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 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

St Vincent de Paul Society serves in over 145 countries around the world. In Australia, the organisation has provided practical assistance, support and friendship, and has advocated on behalf of communities since its establishment in 1854.

Today, our members, volunteers and employees work together to provide a range of services, supports and programs including: material aid, referrals and linkages to other organisations, advocacy, friendship to people living with a mental illness, opportunities for young people and meals to people in need via our Soup Vans. The organisation also operates retail shops, commonly called 'Vinnies', that raise much needed funds to support households and communities in need. Annually, the organisation assists over half a million people.

## PURPOSE OF ROLE

To manage and grow the Shop's capabilities, to train volunteers and duty managers in retail procedures as directed.

## KEY ACCOUNTABILITIES

| Key Accountabilities | Actions / results required |
|---|---|
| 1. Operations | • Ensure that the Shop is opened and closed in line with procedures including financial and security responsibilities.<br>• Provide regular feedback to the Area Support Manager<br>• Ensure policies detailed in the Shop Operations Manual are complied with in the Shop<br>• Supervise the activities of volunteers<br>• Ensure that the Shop is operating within relevant legislative requirements including OH&S, HR GST, FBT and the Fundraising Act as directed by the Area Support Manager<br>• Assist in the distribution of clothing and goods to Assistance recipients as per procedure |
| 2. Finance | • Ensure audit directions are complied with and accountability requirements are met.<br>• Monitor material assistance distributed through the Shop and ensure accuracy in its recording.<br>• Cooperate with the Area Support Manager in implementing a stock control system for the Society's donated goods in the Shop and support the program after implementation. |
| 3. People and Culture | • Develop promote and support a culture and work environment within the Shop that is positive, healthy safe and respectful for all Volunteers, staff, customers and Clients.<br>• Ensure compliance with all policies and procedures in addition to legal and legislative requirements regarding volunteer and employment matters |
| 4. Communications | • Immediately advise the Area Support Manager where an instance of, or a concern that there may be, misappropriation of monies or goods occurring or possibly occurring. |
| 5. Asset Management | • Monitor and regularly report to the Area Support Manager on matters of security in the Shop and recommend strategies to protect the Society's assets.<br>• Manage and ensure compliance with prescribed cash register procedures and provide all necessary documents as requested.<br>• Provide support to the Area Support Manager regarding property maintenance at the Shop. |
| 6. Accountability and Extent of Authority | • Authority is to be exercised under the direction of the Area Support Manager and within the boundaries of policies (Society, Shops, HR and Finance), procedures, this Position Description. |
| 7. OH&S | • To actively support and implement the Society's OH&S policy<br>• To actively support the Society's commitment to the health, safety and productive wellbeing of all persons engaged in activities at each workplace.<br>• To report any accident/incident/hazard/near misses in the workplace to their line Manager within 24 hours.<br>• To comply with reasonable and lawful instructions from any Manager or other authorised staff member of the Society concerning Health and Safety matters.<br>• Ensure, when working with volunteers, that they are aware of OHS requirements |

## KEY PERFORMANCE INDICATORS

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

## POSITION CONTACTS

| Most Frequent Contacts | Internal/ External | Nature or Purpose of Contact |
|---|---|---|
| Area Support Manager | Volunteers | Customers |
| Retail Support Office | Drivers/Jockeys | General Public |
| | Transport Team Leader | Those we assist |
| | Call Centre Staff | |
| | Conference Members | |

## FINANCIAL AUTHORITY

Nil

## KEY SELECTION CRITERIA

### Experience - essential

- Retail management experience with a real focus on people
- Retail sales, merchandising and stock rotation
- A real passion for delivering incredible customer service
- Supporting performance through training and development
- Demonstrated understanding of stock control management
- Proven retail sales experience with a drive to succeed and achieve results
- Proven success in analysing and managing reports to drive performance and results
- Awareness of, and the ability to work within the ethos of the Society

### Attributes

- Excellent communication skills with a large range of stakeholders
- Ability to manage competing priorities, tasks and overall expectations
- A solutions focused creative mindset
- A “Can do” proactive attitude and positive team spirit
- Ability to work independently
- Honest and reliability

### Qualifications – preferred but not essential

- Accreditation in Retail Operations/ Management

- Accreditation in Training

Please note: You may be permanently transferred to another location from time to time at the discretion of St Vincent de Paul Society, having regard to issues including travelling time to and from your residential address. On occasion the incumbent may be required to work on a Saturday or Sunday. This will be discussed in consultation with the Area Support Manager.

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.