



POSITION DESCRIPTION

Position Title:	Retail Assistant Manager
Reporting to:	Store Manager
Direct Reports:	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 assist the Store Manager in leading and training our volunteer team to deliver a memorable experience for our customers

KEY ACCOUNTABILITIES

Key Accountabilities	Results/Outcomes
1. Operations	<ul style="list-style-type: none"> • Ensure that the Store is opened and closed in line with procedures including financial and security responsibilities. • Provide regular feedback to the Store Manager • Ensure policies detailed in the Stores Operations Manual are complied with in the Store • Supervise the activities of volunteers • Ensure that the Store is operating within relevant legislative requirements including OH&S, HR GST, FBT and the Fundraising Act as directed by the Store Manager • Assist in the distribution of clothing and goods to recipients of welfare as per procedure
2. Finance	<ul style="list-style-type: none"> • Ensure audit directions are complied with and accountability requirements are met. • Monitor material assistance distributed through the centre and ensure accuracy in its recording. • Cooperate with the Store Manager in implementing a stock control system for the Society's donated goods in the Store and support the program after implementation.
3. People and Culture	<ul style="list-style-type: none"> • Develop promote and support a culture and work environment within the Store that is positive, healthy safe and respectful for all Volunteers, staff, customers and people we assist • Ensure compliance with all policies and procedures in addition to legal and legislative requirements regarding volunteer and employment matters
4. Communications	<ul style="list-style-type: none"> • Immediately advise the Store Manager where an instance of, or a concern that there may be, misappropriation of monies or goods occurring or possibly occurring.
5. Asset Management	<ul style="list-style-type: none"> • Monitor and regularly report to the Store Manager on matters of security in the Centre and recommend strategies to protect the Society's assets. • Manage and ensure compliance with prescribed cash register procedures and provide all necessary documents as requested. • Provide support to the Store Manager regarding property maintenance at the Store.
6. Accountability and Extent of Authority	<ul style="list-style-type: none"> • Authority is to be exercised under the direction of the Store Manager and within the boundaries of policies (Society, Stores, HR and Finance), procedures, this Position Description.
7. OH&S	<ul style="list-style-type: none"> • To actively support and implement the Society's OH&S policy • To actively support the Society's commitment to the health, safety and productive wellbeing of all persons engaged in activities at each workplace. • To report any accident/incident/hazard/near misses in the workplace to their line Manager within 24 hours. • To comply with reasonable and lawful instructions from any Manager or other authorised staff member of the Society concerning Health and Safety matters. • Ensure, when working with volunteers, that they are aware of OHS requirements

KEY PERFORMANCE INDICATORS

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

FINANCIAL AUTHORITY - Nil

Inherent Physical Requirements

This role is physically demanding and requires the incumbent to lift and carry as well as be standing and walking for long periods of time; push a trolley, stack shelves and racks.

POSITION CONTACTS

Within Department	Within Vinnies	External to Vinnies
Store Manager	Volunteers	Customers
Weekend Duty Manager	Drivers/Jockeys	General Public
Area Support Manager	Transport Team Leader	Recipients of assistance
Support Office	Area Support Managers	
	Call Centre Staff	
	Conference Members	

KEY SELECTION CRITERIA

Experience - essential

- Retail management
- Retail sales, merchandising and stock rotation
- Excellent customer service
- Staff training
- Awareness of, and the ability to work within the ethos of the Society

Attributes

- Ability to work independently
- Excellent communicator
- Time management skills and the ability to work within time frames
- Honest and reliability

Qualifications – preferred but not essential

- Accreditation in Retail Operations/ Management
- Accreditation in Training

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.