



## Shop Supervisor

### Position Description

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<b>Position Title</b>	Shop Supervisor
<b>Responsible Council</b>	Parramatta/Wollongong Central Council
<b>Reports To</b>	Volunteer Engagement & Training / Retail & Enterprise Manager
<b>Primary position objective</b>	Responsible for overseeing the operation of the Centre in accordance with the policies and procedures of the Diocesan and State Council.

### St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post- Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

### Organisational Overview

The Central Councils cover the area from Glenfield in the north to Ulladulla in the south, west to the Southern Highlands, outer suburbs of Sydney and up to the Blue Mountains. There are a number of low socio-economic areas including broad acre housing estates in Campbelltown and Blacktown, and areas of need in the Illawarra and Shoalhaven.

The Central Councils operate a number of special works including Specialist Homeless Services, Mental Health Services and Community Development Services.

The Central Councils currently have 47 Centres. Vinnies Centres provide furniture, clothing and household goods to families and people who are in need and are being assisted by conference members. Centres are also a valuable resource for people on low incomes, enabling them to buy quality clothing, furniture and other household items at an affordable price.

## Duties and Responsibilities

### Duties

- To lead, direct and work alongside a team of Volunteers in accordance with Centre and Society Policy and procedures
- Ensure that there is sufficient staffing to provide excellent customer service.
- Maintain a high level of visual merchandising and shop presentation
- Assist with the window displays of other shops when required.
- Provide ongoing training and support to volunteers as required
- Complete the Induction process for new volunteers and in line with Society policies and procedures
- Operation of the POS system including basic reporting and troubleshooting
- Attend training, meetings and in-service programs, as required
- Maintain a clean and safe shop and at back of house
- Implement WH&S requirements to ensure a safe working environment including reporting of any WHS issues

### Stock

- Assist in ensuring sufficient levels of stock are available for customers at all times.
- Willingness to participate in stock selection from the Warehouse
- Ensure that all stock on display in the stop is:
  - Of a high quality;
  - Priced correctly and in accordance with the state pricing policy
  - Appropriate for the time of year;
  - Rotated in line with store procedures

### Customers

- Willingness to offer excellent customer service at all times.
- Ensure customer's needs are being met
- Handle customer feedback and manage any complaints promptly and professionally.

### Administration Duties

- Ensure all administration and reporting requirements are completed in a timely manner as set by the shops Retail Operations Manager.

## Essential Criteria

- Demonstrated experience in a retail supervisory role
- Current retail merchandising and/or stock display experience
- Good communication skills and the ability to provide outstanding customer service
- An understanding of the principles of volunteer management
- The ability to ensure stock levels are well maintained and that stock is sorted, priced and presented to a high standard
- An understanding of Work Health and Safety and other relevant legislation
- Intermediate knowledge of Microsoft Office suite of programs
- Current Drivers license
- Willingness to commit to the philosophy and values of the St Vincent de Paul Society

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer*