



## Shop Supervisor

### Position Description

<b>Position Title</b>	Shop Supervisor	<a href="mailto:vinnies@vinnies.org.au">Email: vinnies@vinnies.org.au</a>
<b>Responsible Council</b>	Sydney Archdiocesan Central Council	<a href="http://www.vinnies.org.au">Website: www.vinnies.org.au</a>
<b>Reports to</b>	Area Manager	<a href="tel:131812">Donation Hotline: 13 18 12</a>
<b>Primary position objective</b>	To facilitate the daily operation of the Store and to ensure the following are being controlled in accordance with SVDP NSW policies and procedures; Volunteers, Customers, Welfare Clients, stock, financial handling and reporting, WHS, merchandising, store appearance and cleanliness.	

## 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 20,000 members and volunteers and 2000 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.

## Diocesan Overview

The Sydney Archdiocese Central Council (SACC) has shops and warehouses across the Sydney basin & Central Coast. The Vinnies shop sells goods to raise funds essential to the charitable works it does. They are also community centres providing assistance to those in need and a place where volunteers can make a difference.

## Service Overview

Vinnies shops are venues where goods are collected, sorted and displayed. Quality donated goods are then either given to people requiring assistance or made available for customers to purchase at reasonable prices.

## Duties and Responsibilities

### Supervisory duties

- To organise, lead and work alongside the shop team to complete tasks as directed by the Area Manager
- Complete inductions & other training required for Workers
- Oversee customer service and deal with any shop complaints promptly, with the aim of avoiding escalation
- Roster, monitor & record coverage of the shop with Volunteers or Staff, for all trading hours
- Pass information to all Workers relevant to their positions
- Communicate freely & regularly with the Area Manager about the shops performance
- Contact senior management about out of the ordinary incidents & complete the appropriate paperwork

### Financial & Administrative Accountability

- Process & monitor sales transactions in accordance with policy or procedure, reporting any irregularities
- Be familiar with and accountable for financial targets set for you by the Area Manager
- Overseeing contractor work & maintaining records for invoicing
- Reading & responding to emails or other digital communication

### Welfare Clients

- The treatment of welfare clients presenting vouchers is to be dealt with in a professional, confidential and friendly manner
- Processing of all paperwork associated with Clients including vouchers is administered according to Society's guidelines

### Stock

- Processing of donations and deliveries quickly & efficiently
- Organising the removal of waste or excess as to avoid any WHS issues
- Order stock or pick-ups through the Warehouse
- Oversee & assist in maintaining stock on the shop floor
  - Of high quality
  - Priced in accordance with procedure
  - Appropriate for the time of year
  - Rotated as per the current system
  - To the correct density level as advised by the Area Manager

### Self

- Perform the duties of a shop assistant when required
- Offer exceptional customer service
- Follow Societal policies & procedures
- Any other task, which is in the nature of the role, as directed by the Area Manager

## Essential Criteria

- Experience supervising a team in a retail environment
- Flexibility to work weekends and extended opening hours as required.
- Excellent communication skills and the ability to provide outstanding customer service.
- Excellent organisational and time management skills.
- Willingness to work with financial targets and budgets.
- Willingness to uphold the ethos and mission of the St Vincent de Paul Society, NSW in all dealings with the store.