

Area Manager, Retail – North West

Position Description

Directorate:	Commercial Enterprise, Fundraising and Communications
Reports to:	Regional Manager, Retail – North West
Direct reports:	NIL
Location:	North West – Armidale or Orange office locations.
Primary position objective:	Provide leadership and strategic direction to the operation of the Society's retail shops within the specified region, achieving the organisation's business objectives in sales revenue, expense control and staff & volunteer development.

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

Directorate overview

This position is in the Commercial Enterprise, Fundraising and Communications Directorate. The teams within the directorate and their functions are:

Fundraising: this team is responsible for state-wide corporate partnerships, community fundraising and events; major gifts and philanthropy; gifts in wills and estates; direct marketing and appeals; and fundraising development.

Communications and Marketing: this team is responsible for state-wide brand and creative services; external communications; issue management; marketing; digital communications and digital fundraising.

Retail and Logistics: this team is responsible for state-wide retail service delivery; logistics and supply chain network; and retail projects.

Commercial Enterprises: this team is responsible for state-wide recycling and sustainability initiatives; Container Deposit Scheme (CDS); and new commercial enterprises.

Accountabilities and responsibilities

The Area Manager, Retail - North West will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Implement innovative retail strategies that improve profitability through increased sales, reduced costs and enhanced productivity; as well as promote environmental sustainability within the within the region and across the retail business.
- Implement operational improvements to ensure shop presentation and merchandise displays are uniform and of a high standard.
- Review customer service standards and delivery across all shops within the region and implement improvements.
- Oversee volunteer and staff recruitment, induction, training and engagement to ensure shops are operationally optimised.
- Work with the state wide logistics team to ensure a constant supply of quality products reach shop floors and are priced accurately.
- Support distribution operations internally and from external suppliers, including sorting, storage, recycling, security of goods and ordering processes.
- Ensure a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that staff and volunteers complete relevant pre-engagement checks (National Criminal History check, and where required Working With Children Check); act in accordance with the organisation's Code of Conduct and Member and Volunteer Charter; and comply with the organisation's Workplace Health and Safety program.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Ensure all shops in the North West region are optimised on pricing and operational hours, including weekends and the roll-out of new initiatives.
- Ensure a continuous growth in surplus of 10 per cent per annum from all commercial activities.
- Conduct surveys and benchmarking to show improved customer service performance against sector standards.
- Maintain retail margins above 36% based on state-wide gross revenue.
- Establish and implement recruitment and development plans for volunteers and staff to support performance and productivity.

Key working relationships

In addition to the Regional Manager, Retail – North West and their direct reports, the Area Manager, Retail – North West, will foster close working relationships with:

- Regional Directors (Membership, Volunteers and Regional Operations);
- Manager, Volunteer Experience (Members, Volunteers and Regional Operations)
- Director and managers (Finance and Corporate Services)
- Directors and managers (People and Culture).

Essential criteria

Critical capabilities

There are nine capabilities expected of all leaders across the Society:

- **‘People we serve’ centric:** (Level 3) Manage the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 3) Manage teams and areas of work to align to the Society’s mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 3) Manage the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 3) Manage collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society’s mission and implement the Strategic Plan.
- **Change leadership:** (Level 3) Manage and mobilise resources to deliver change.
- **Team performance:** (Level 3) Manage and develop individuals and teams to deliver against Society’s strategic priorities.
- **Digital engagement:** (Level 3) Manage virtual, dispersed teams and stakeholders using digital tools.
- **Innovation and improvement:** (Level 3) Facilitate an improvement in existing and new services, and ways of working.
- **Financial acumen:** (Level 3) **Manage the team’s resources, projects and services to deliver positive outcomes within budget.**

Role-specific criteria

- Relevant tertiary qualification/s in business, management and/or retail and demonstrated significant experience working in the management of large retail outlet/s.
- Demonstrated ability in successfully leading retail and supply chain operations.
- Proven people management skills including leading, motivating, coaching and developing teams.
- Demonstrated ability to identify volunteer requirements/opportunities ensuring optimum numbers of volunteers are recruited, inducted and engaged.
- Established knowledge and experience in volunteer management practices.
- Proven ability to review and analyse business data and analytics to enable effective reporting and decision-making on operational performance.
- High-level understanding of current issues facing the retail sector and not for profit industry.
- NSW driver licence and ability to travel across the North West region.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.