

# Area Manager, Retail – South

## Position Description

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| <b>Directorate:</b>                | Commercial Enterprise, Fundraising and Communications  |
| <b>Reports to:</b>                 | Regional Manager, Retail – South   |
| <b>Direct reports:</b>             | NIL  |
| <b>Location:</b>                   | South – Wollongong or Wagga Wagga office locations.  |
| <b>Primary position objective:</b> | 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 - South 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 South 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 – South and their direct reports, the Area Manager, Retail – South, 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 South region.

### **Desirable criteria**

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