

Regional Manager, Retail – Metropolitan

Position Description

Directorate:	Commercial Enterprise, Fundraising and Communications
Reports to:	Director, Retail and Logistics
Direct reports:	Area Manager, Retail x 7
Location:	Metropolitan region – Broken Bay, Parramatta or Sydney Archdiocese office location.
Primary position objective:	Deliver strategic leadership, effective oversight and direction to regional retail operations to improve business efficiency, optimise surplus to support our mission and build environmental sustainability.

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 Regional Manager, Retail – Metropolitan will:

- Ensure the successful implementation of the Strategic Plan within their team.
- Develop and implement innovative retail strategies that improve profitability through increased sales, reduced costs and enhanced productivity; as well as promote environmental sustainability.
- Oversee volunteer and staff recruitment, induction, training and engagement to ensure shops are operationally optimised.
- Support a customer-centric culture and professional inclusive volunteer-centred approach within the shops.
- Support the logistics and distribution program to ensure consistency in practice across the region to maximise sales performance.
- Support the development and management of online initiatives for retail and commercial expansion (e.g. online store, online booking system for donations).
- 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 a continuous growth in surplus of 10 per cent per annum from all commercial activities.
- Ensure that all shops in the Metropolitan region are optimised on pricing, operational hours, including weekends and new initiatives.
- Maintain retail margins above 36% based on state-wide gross revenue.
- Develop and support retail and distribution operations best practice with timely delivery of goods.
- Conduct surveys and benchmark customer service performance against sector standards and implement improvements.
- Establish recruitment and development plans for volunteers and staff to support performance and productivity.

Key working relationships

In addition to the Director, Retail and Logistics, their direct reports, and other Directors in the directorate, the Regional Manager, Retail – Metropolitan, will foster close working relationships with:

- National Centre's Committee
- Regional Directors (Membership, Volunteers and Regional Operations)
- Manager, Volunteer Experience (Members, Volunteers and Regional Operations)
- Directors and managers (Strategy and Governance)

- Director and managers (Finance and Corporate Services)
- Directors and managers (People and Culture).

Essential criteria

Critical capabilities

There are nine capabilities expected of all people in all roles at all levels across the Society. The level of capability required for this role is outlined below:

- **'People we Serve' Centric:** (Level 4) Lead excellent service provision and advocacy to reduce the impact of poverty and address injustice in our communities.
- **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 4) Enable a culture of collaboration across the Society to deliver on the Society's mission and Strategic Plan.
- **Change Leadership:** (Level 3) Manage and mobilise resources to deliver change.
- **Team Performance:** (Level 4) Enable high performance and capability development across the Society.
- **Digital Engagement:** (Level 3) Manage virtual, dispersed teams and stakeholders using digital tools.
- **Innovation and Improvement:** (Level 4) Promote and enable innovative approaches to service delivery 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 operations and an understanding of supply chain and distribution.
- Exceptional people management skills including leading, motivating, coaching and developing teams.
- Demonstrated knowledge and experience in volunteer management practices to ensure optimum numbers of volunteers are recruited, inducted and engaged.
- Demonstrated ability and expertise in project leadership to oversee effective implementation of initiatives.
- Demonstrated 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.

Desirable criteria

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

