

Retail & Logistics Project Coordinator

Position Description

Directorate:	Commercial Enterprise, Fundraising and Communications
Reports to:	Retail & Logistics Project & Operations Manager
Direct reports:	NIL
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW
Primary position objective:	Support the Retail and Logistics Team in the development and implementation of the Retail and Logistics Strategy and its associated projects and change. Ensure governance and oversight is of high quality supported by reporting to associated stakeholders including the Retail and Logistics Leadership Team

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 Retail and Logistics Project Coordinator will:

- Ensure the successful implementation of the Retail and Logistics Strategic Plan.
- Support the Retail and Logistics Projects and Operations Manager and the Change and Development Manager with the delivery of retail and logistics projects that diversify and increase income generation, promote environmental sustainability and improve standardisation and efficiency across the business.
- Developing in-depth understanding of project scope and particulars, i.e. timeframes, financials, outcomes.
- Engage external and internal project stakeholders by coordinating meetings, sharing relevant documentation and reports.
- Provide support to project stakeholders by being point of contact for various working groups.
- Support the Retail & Logistics Project Operations Manager across a range of activities and business processes to enhance the productivity and outcomes of the business.
- Contribute to the development and implementation of operational structures and systems to support retail and logistics with a particular focus on sustainability and future-proofing the business.
- Ensure a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.
- Other duties as directed by the Retail & Logistics Projects & Operations Manager.

Critical Key Performance Indicators (KPIs)

- Actively participate in the planning and development of Retail and Logistics projects by working collaboratively with other teams in the Commercial Enterprise, Fundraising and Communications directorate.
- Contribute to the delivery of Retail and Logistics projects that diversify and increase income generation and promote environmental sustainability.
- Prepare analysis and ongoing project reporting.
- Implement change in line with Op-Shop industry best practices and evaluate outcomes.
- Coordinate and contribute towards continuous improvements by developing internal data systems and reporting.
- Establish productive working relationships with internal and external stakeholders including non-for-profit sector organisations, government agencies and sustainability industry bodies.

Key working relationships

In addition to the Retail & Logistics Projects & Operations Manager and the Change & Development Manager and their direct reports, the Retail & Logistics Project Coordinator will foster close working relationships with:

- Retail & Logistics Leadership Team and their direct reports
- Commercial Enterprise Team (Commercial Enterprise, Fundraising and Communications)

Essential criteria

Critical capabilities

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

- **‘People we serve’ centric:** (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society’s mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 2) Enable collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society’s mission and implement the Strategic Plan.
- **Change leadership:** (Level 2) Support others to engage with, and adapt to change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 2) Encourage innovative behaviour to improve existing and new services and ways of working.
- **Financial acumen:** (Level 2) Enable others to use the Society’s resources responsibly and keep expenses within budget.

Role-specific criteria

- Relevant tertiary qualification/s and/or experience in business, project management or equivalent/associated discipline related to the role.
- Sound business and financial acumen through the development of project plans
- Collation and analysis of data associated with projects undertaken, and ability to report on project outcomes.
- Demonstrated entrepreneurial success and ability to identify and act on retail opportunities by supporting organisational goals that promote business and revenue growth.
- Demonstrated ability and expertise in project and operational coordination to effectively implement initiatives and projects.
- Excellent interpersonal and relationship management skills, with a proven ability to collaborate effectively with internal and external stakeholders.
- Sound understanding of current issues facing the second-hand retail enterprise sector and not for profit industry.
- NSW driver licence.

Desirable criteria

- Experience working in a membership-based organisation to support volunteers.
- Experience project and program coordination.