

Title	Op Shop Manager
Business Unit	Partnerships, Training and Enterprise
Location	As per employment agreement
Employment type	As per employment agreement
Reports to	Team Leader / Area Manager

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate, and bold

1. Position purpose

Uniting Op Shops have been serving Victoria for over 60 years and are more than a shop front. They are living homes of the circular economy, access to affordable goods, and modern troves filled with treasure. They are enlivened communities making the world a better place through daily action, creativity, and connection.

Our Op Shop Managers manage the day-to-day operational requirements, development of people, and performance of one of our Op Shops.

The Op Shops Manager will work in the Op Shop supporting their team (employee and volunteer) to offer positive customer experiences, high level visual merchandising, critical stock and space management, achieve sales targets, and embed Uniting's culture, policy and procedure within their practice.

2. Scope

Budget:

In line with the Delegations of Authority, Op Shop Managers are responsible to archiving Sales targets and ensure expenditure is in line with local budgets.

Position Description

Op Shop Manager



People:

Op Shop Managers will have 1-2 direct reports, and a cohort of volunteers. The positions include:

- Op Shop Supervisors (reporting to Op Shop Managers)
- Volunteers (reporting to Op Shop Managers)

3. Relationships

Internal

- Team members – employees and volunteers
- Team Leaders / Area Managers
- Other Uniting staff

External

- Customers & Consumers
- Export companies
- Local Community Partners

4. Key Responsibility Areas

Service Delivery / Profitability:

- Organise and Sort stock in preparation for sale.
- Support Area Managers to ensure that Op Shops have high profiles within local communities and across social media channels, this is done by providing photos, videos and building local partnerships.
- Bring creating flair in achieving visually dynamic and contemporary Op Shops through use of high-quality visual merchandising.
- Champion ethical practice, waste reduction and circular economy principles.
- Build Unique and positive customer experiences.
- Be aware of the diverse needs and backgrounds of consumers and volunteers building spaces of acceptance and respect.
- Treat consumers and customers as equally as possible, maintaining a duty-of-care and trauma informed practice
- Share sales data with your team to motivate engagement and performance.
- Support the growth and operations of Retail by engaging in events, pop ups, and cross-organisational gatherings.
- Work with your team to assist them in developing, understanding, and achieving budgets and targets.

Quality and Risk:

- Support opportunities to integrate and work collaboratively across Uniting.
- Undertake administrative tasks including compliance with Uniting's policies, procedures, and reporting.
- Encourage volunteer, donor, customer, and consumer feedback and ensuring it is appropriately recorded, reported, and followed up in a timely manner.
- Maintain and improve stock identification and merchandising including best practice stock and space management.
- Monitor pricing of goods in Op Shops, and report on sales trends.
- Be aware of designer, vintage, collectable, and valuable goods to optimise value – where appropriate direct goods to a premium op shop location.
- Report weekly on trends, challenges, celebrations and matters of operational significance.
- Manage finance and banking procedures, ensure regular banking and accurate data entry

People and Teams:

Form:

Date approved:

Area:

Next review date:

Version:

Page | 2

Position Description

Op Shop Manager



- Build relationships based on trust and honesty with employees, volunteers, customers, consumers, and donors.
- Provide support, guidance, coaching, and leadership, to inspire and empower the team including critical feedback through performance reviews and regular supervision.
- Engage and support a culture of productivity, imagination, innovation, change and development.
- Encourage your team to tap into their natural way of being creative, enthusiastic, and having fun.
- Find simple ways to delight people in a meaningful, memorable way.
- Manage and resolve conflicts as soon as possible, seeking guidance as required.
- Ensure employees and volunteers are correctly orientated to Uniting and Op Shops.

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a diverse, positive, and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents, and near misses to line management.
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Performance indicators

- Sales targets are achieved as set out in annual budgets
- Customer numbers, Average Spend and engagement increases
- Positive feedback on customer/donor experience
- Work health and safety hazards and risks identified and resolved
- Volunteer and employee satisfaction rates as measured through surveys, feedback and retention figures
- Team environment reflects a harmonious and inclusive culture

6. Person specification

Form:

Date approved:

Area:

Next review date:

Version:

Page | 3

Position Description

Op Shop Manager



Qualifications & Experience

- Relevant charity retail / volunteer management experience and/or retail management experience/skills/knowledge
- Experience in charity retail operations, and merchandising
- Proven experience in leading a diverse and cross functional workforce including experience with volunteers
- Demonstrated leadership and management skills and the ability to build positive team cultures

Core selection criteria

Charity Retail:

- Understands the complex and diverse nature of charity retail
- Is driven by creativity, unique items, and customer experience.

Values alignment:

- Ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.

Personal and professional Accountability

- Operates professionally and within the boundaries of the organisational processes and legal and policy constraints, advocating Uniting's strategic directions and ensuring resources are fully employed.

Communication and engagement:

- Highly developed interpersonal and communication skills with an ability to build positive and effective relationships with key stakeholders both internally and externally

Change and Resilience:

- Deals positively with uncertainty, coping effectively in a complex environment, is able to make decisions and support others through periods of change

Outcomes focused:

- Ability to be strategic and able to implement processes and initiatives aimed at getting the best outcomes for both our customers and the business

Leadership and Teamwork:

- Leads by example, fostering open, respectful dialogue and has ability to build highly effective teams

Sustainable business practice:

- Ability to work within budget constraints, to utilise existing resources to maximise impact and utilise initiative to drive service improvement

Cultural Safety:

- Actively promotes reviews of operations and working environments for increasing compliance with external cultural safety compliance and accreditation standards

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking..

Position Description
Op Shop Manager



This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: