

Position Description



Title	Relief Retail Manager
Business Unit	Business and Social Enterprise – Kildonan, Lentara Bendigo
Location	Yarraville, Glenroy, Dallas and other locations as may be required by Uniting
Employment type	Casual
Reports to	Retail Operations Coordinator

1. 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 celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, bisexual, trans, gender diverse, 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

2. Position purpose

The principle aim of the Relief Retail Manager is to lead a team of employees and volunteers, developing and implementing an effective strategy to operate the opportunity shops and maximise profit whilst relieving the Store Manager. The Relief Retail Manager will not be allocated to one particular opportunity shop, they will be rostered to work at locations to meet changing operational requirements.

3. Scope

Budget: Responsible for checking and being up to date with the daily/ weekly/monthly budget provided by the Retail Operations Coordinator

People: Volunteers

4. Relationships

Internal:

- Retail employees

Approved by: (position [see delegations of authority policy])	Page 1 of 4	Division: People and Culture
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

Position description

Relief Retail Manager



- Uniting employees
- Participants

External

- Volunteers
- Customers
- General Public

5. Key responsibility areas

Tasks

- Managing customer enquiries.
- Ensuring exemplary customer service standards are maintained.
- Constantly striving to achieve and exceed store budgets and manage controllable expenses.
- Ensure the store is clean at all times.
- Use initiative to increase sales and share ideas.
- Prioritize sales in the store by ensuring excellent merchandising and display standards.
- Work within the guidelines set out by the store manager in terms of retail policies and procedures.
- Keep all counter and storage areas clear free of clutter, this means staff cupboards and back rooms.
- Open and close the store in accordance with policies and procedures.
- Manage and price stock.
- Use initiative to solve problems within the store.
- Keep correct up-to date financial and banking records and report on figures and variances.
- Attend regular meetings
- Arrive on time for your rostered shift, presentable and ready for work.
- Contact your store manager in the event you are unable to arrive on time or if you are unable to work your rostered shift.
- Check and respond to emails at the beginning of your shift to ensure you are up to date with communication.
- Other related duties as directed by the manager.
- Supervise volunteers and employees.

Workplace Health and Safety

- Perform all functions in accordance with WH&S requirements.
- Actively encourage WH&S within the workplace by maintaining a neat and clean work environment at all times, bringing any WH&S concerns/issues immediately to the attention of a member of the WH&S committee.
- Ensure you are aware and work within the WH&S policies and procedures.

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 behavior.

Approved by: (position [see delegations of authority policy])	Page 2 of 4	Division: People and Culture
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

Position description Relief Retail Manager

- Actively participate in initiatives to maintain, build upon and promote a 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.

6. Performance indicators

- Making monthly budget
- Achieve results, goal oriented, customer service, stakeholder management, team player, professional

7. Person specification

Experience

- Experience in customer service and dealing with the public essential
- Demonstrated skills and experience in retail management
- Demonstrated knowledge of brands and fashion trends
- Ability to work well in a team environment
- High quality people skills
- Ability to work with a combination of volunteers and employees
- Ability to relate to the organisation and values of Uniting Vic & Tas
- Willingness to undertake all training opportunities provided by Uniting Relevant tertiary qualification and or experience in a retail or related discipline

Core selection criteria

- Ability to demonstrate and authentically promote Uniting's values
- Ability to develop and foster excellent working relationships with staff and volunteers with minimum supervision
- Understanding and awareness of brands and fashion trends
- having high level of customer service skills
- Previous Retail Store Management experience
- Demonstrated experience in retail

8. 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 Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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

Approved by: (position [see delegations of authority policy])	Page 3 of 4	Division: People and Culture
Date Approved: <Date>	Printed copies of this document are not controlled.	Next Review Date: <Date>

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9. Acknowledgement

I have read, understood and accepted the above Position Description

	Employee	Manager
Name:		
Signature:		
Date:		