

# Position Description

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| <b>Title</b>           | Retail Supervisor                            |
| <b>Business Unit</b>   | Partnerships, Training & Enterprise   Retail |
| <b>Location</b>        | Albert Park and Prahran                      |
| <b>Employment type</b> | Casual                                       |
| <b>Reports to</b>      | Retail 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

The role will perform general opportunity shop duties under the direction of the Retail Manager. The incumbent will assist the manager in supervising the effective running of the shop and will liaise with all team members within the store

### 2. Scope

**Budget:** nil

**People:**

- Providing support to volunteers and staff List the positions that report directly to this position

### 3. Relationships

**Internal**

- Community Services Team
- Staff
- Volunteers
- Logistics Driver

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### Retail Supervisor

#### External

- Community
- Customers
- Donors
- Suppliers

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## 4. Key responsibility areas

### Operations

- Effectively run the day-to-day operations of the Opportunity Shop
- Ensure quality reputation through supervising high standards of customer service.
- Lead by example by being polite, friendly and helpful to customers in the store.
- Use initiative to increase sales and share ideas with the Retail Manager.
- Prioritize sales in the store by ensuring staff and volunteers demonstrate excellent merchandising and display standards.
- Work within the guidelines set out by your Retail Manager in terms of retail policies and procedures.
- Ensure the store is always clean and tidy.
- 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.
- Check donations and price stock according to guidelines.
- Complete other related duties as directed by the Retail Manager.
- Initiate any handover actions as communicated by the Retail Manager

### Teamwork and Development

- Provide guidance and supervision for staff and volunteers in the tasks they complete
- Maintain and enhance a culture and work environment within the shop that is positive, healthy, safe and respectful for all stakeholders
- Use initiative and help solve problems within the store.
- Continue to build a sense of community within the team

### Administration and finance

 Enter responsibilities here

- Ensure start and end of day register procedures are implemented
- Support other administrative functions such as petty cash reimbursement, invoicing and ensure other accounting activities are maintained in the Manager's absence in a timely manner
- Keep correct up-to date financial and banking records and report on figures and variances.
- Manage daily financial and security responsibilities, including using the safe to store takings and balancing the register at the end of the day

### People and teams

- Coach and inspire an engaged and productive team
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team environment, and the highest level of professional conduct in alignment with Uniting's values.

### 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)

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- 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 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

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## 5. Performance indicators

- Robust sales and exceeding budgets
- Customer Service - meet customer needs, positive experience
- Cohesive teamwork - Communication, building on team strengths
- Volunteer management – maintaining rosters, and positive feedback.
- Driving quality - Induction and training on sorting standards
- Sustainable operations - optimise recycling, green ways of working

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## 6. Person specification

### Qualifications

- Certificate III Retail (desired) or similar RPL or experience

### Experience

- Knowledge of the op shop sector
- Retail experience
- Cash handling

### Core selection criteria

- **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
- Experience or product knowledge of second-hand retail environments
- An understanding of retail concepts
- Experience supervising volunteers and staff in a retail environment

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- Current Victorian driver's license
- Demonstrated experience in customer service, retail sales, merchandising and stock rotation
- Demonstrated ability to prioritise duties and work with limited direction.

#### Personal Attributes

- Ability to physically engage in retail activities.
- Understanding and commitment to confidentiality and privacy of all stakeholders
- Ability to work well in a team environment
- High quality people skills
- Ability to work with a combination of volunteers and paid staff
- Ability to make positive recommendations in the workplace
- Demonstrated ability to be flexible and show initiative
- A commitment to participate in regular in-service and ongoing professional development opportunities

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### 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. It is a condition of employment that all eligible workforce receive the COVID-19 vaccination and supporting evidence may be requested in order to perform duties at any of Uniting's workplaces.

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

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### 8. Acknowledgement

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

#### Employee

Name:

Signature:

Date: