

Position Description

Title	Senior Manager - Retail
Business Unit	North & West Victoria, Tasmania & Early Learning
Location	Various Locations
Employment type	Full Time Ongoing
Reports to	General Manager – Partnerships, Training & Enterprise

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 Senior Manager is responsible for the provision of leadership for one or more Managers, Team Leaders and other direct reports with accountability for the overall strategic management, performance and budgets of Uniting retail stores. The Senior Manager works together with the retail leadership team and other key stakeholders to establish priorities and goals which align with the Uniting Strategic Plan and operational plan objectives.

Responsible for the management of a consistent and sustainable retail business model and growth strategy, ensuring that all stores operate in a highly professional manner and that a customer focused culture is built on positive productivity. This role encompasses leadership of teams including volunteers to achieve, budgeted sales, profitability, inventory sell through, recruitment and training, standards of operation including merchandising and customer service.

2. Scope

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Budget:

Approximately \$4M

People:

The position is responsible for the leadership and direct supervisor of the retail Team Leaders and provides support to other retail team members and volunteers.

3. Relationships

Internal

- Store Managers & Team Leaders
- Team members
- Volunteers
- Senior Leadership Group
- Executive Officers and Group Managers
- Volunteer services and marketing teams

External

- Community partners
 - Volunteering Australia and other volunteer organisations
 - Retail partners and industry associations
 - Social Enterprise organisations
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4. Key responsibility areas

Service delivery

- Implement key objectives as outlined in the Retail Strategic Plan.
- Facilitate and take a lead role across retail stores to strengthen operations, business development, and customer service.
- Engage key internal and external stakeholders in the development of Uniting retail stores.
- Ensure Uniting's Op shops are delivering high standards of customer service.
- Proactively identify, seek out, explore and introduce new initiatives in line with the Uniting strategic direction.
- Provide fully costed proposals to support decisions to progress the retail strategic plan.
- Provide strategic advice and support to the General Manager including the preparation of planning data, budgets, reports, marketing plans and business proposals.
- Ensure accurate, timely and effective communication and reporting as required.
- Participate in relevant industry networks and work in partnership with other providers to develop and continually improve the performance of stores.
- Seek growth opportunities as consistent with robust business modelling and Uniting's strategic priorities.
- In partnership with the Uniting Marketing team ensure effective marketing strategies are implemented across all stores.
- Provide leadership to the Uniting Retail Community of Practice and chair monthly meetings.

Sales/Profitability

- Implement, lead & drive the overall Uniting retail sales management and measurement program.
- Utilise broader sector trends and sales data to drive high performing stores that respond to customer demands.
- Deliver sustainable business modelling across all stores ensuring budget compliance.
- In agreement with the Team leaders, set wage spend & hours and ensure controllable expenses are kept below targets and within budget.

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Quality and risk

- Develop effective systems to ensure compliance with Uniting Policies, quality and risk management requirements for programs within the stream.
- Proactively identify, report, manage and respond to emerging issues in an appropriate and timely way.
- Facilitate and take a lead role in Emergency Management Planning and responses as required.

People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- Cultivate a supportive and respectful team culture that inspires people, enlivens communities and confronts injustice.
- Ensure retail is well supported by volunteers through the delivery of effective volunteers recruitment and selection processes.
- 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 leadership 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)
- 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

- Overseeing growth strategy to budgeted opening revenue and margin
- Delivery of an online model (each shop) to 5% of sales volume and margin targets

6. Person specification

Qualifications

- Bachelor level in relevant professional discipline (preferred). Masters level in management or equivalent (preferred).

Experience

- Management and leadership experience of 3 years or more in retail businesses, social enterprise or other relevant experience, with demonstrated ability in strategic planning and implementation of highly effective business models.
- Evidence of strong business acumen, financial performance and budget management skills.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Personal and Professional Accountability** - Operates professionally and within the boundaries of organisational processes and legal and policy constraints, advocating the corporate agenda and ensuring resources are fully employed
- **Communication and Engagement** - Develops knowledge of community networks and external bodies and uses them to support and enhance both services and opportunities for stakeholders.
- **Change and Resilience** - Deals positively with uncertainty, coping effectively in a complex environment, determining a course of action despite lack of clarity, helping others adapt to ensure a smooth transition.
- **Outcomes Focus** - Accurately scopes the length and difficulty of projects and tasks, evaluating outcomes and adjusting direction to ensure quality outcomes.
- **Cultural Safety** - Actively promotes reviews of service delivery and working environment for increasing compliance with external cultural safety compliance and accreditation Standards.
- **Leadership and Teamwork** - Leads by example; fostering open, respectful dialogue and diversity of thought and collaboration within and across teams to build a highly engaged workforce.
- **Sustainable Relationships** - Builds collaborative relationships and networks across Uniting in order to improve the effectiveness of service delivery or area of expertise

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.

8. Acknowledgement

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

Employee

Name:

Signature:

Date: