

Position Description

Title:	Senior Manager, Op Shops & Social Enterprises
Business unit:	Community & External Relations
Location:	331-337 Victoria Street, Brunswick VIC 3056
Employment type:	Full-time, ongoing
Reports to:	Executive Director, Community & External Relations

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 Op Shops & Social Enterprises plays a pivotal role in steering the leadership, business development, and management of Uniting's Op Shop business area and Uniting social enterprises, including Fire and Clay and TADPAC. The position holds crucial responsibility for the execution of the Op Shop Strategic Plan (*Creative. Innovative. Unique. 2023-2030*) and the formulation of the Social Enterprise Strategy.

This role is central to driving substantial business development, managing performance, and overseeing the financial frameworks of Uniting Op Shops and its social enterprises. Reporting directly to the Executive Director of Community & External Relations, the Senior Manager collaborates with the Op Shop Leadership Team, TADPAC and Fire & Clay Leadership teams, along with a network of key internal and external stakeholders to define and achieve priorities and objectives that synchronise with Uniting's comprehensive strategic and operational plans.

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2. Scope

Budget:

\$10M

People:

- Direct reports: 6
 - Indirect reports:
 - Employees: 120
 - Volunteers: 460
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3. Relationships

Internal

- Uniting leadership team
- Community & External Relations directorate leadership team
- Op Shop Area Managers, Shop Managers, Supervisors, Drivers and Volunteers
- Social Enterprise Managers, Supervisors and Volunteers
- Social Enterprise team members
- Support services Business Partners.

External

- Customers and consumers
 - Charity retail partners and industry associations
 - Uniting Church in Australia members, congregations, presbyteries
 - National UnitingCare agency network
 - National peak bodies.
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4. Key responsibility areas

Service delivery:

- Drive the overarching strategic plans and execute to support organisational success and financial sustainability.
- Create and drive business development strategies to strengthen operations, growth opportunities and customer service.
- Proactively engage key internal and external stakeholders in the development of business growth.
- In consultation with Business Partners, implement creative marketing strategies to ensure Op Shops and Social Enterprises have high profiles within local communities and across social media channels.
- Support, mentor, and coach Op Shop Area Managers and Social Enterprise leadership teams to set the standard of creating flair in achieving visually dynamic and contemporary businesses through use of high-quality visual merchandising.
- Champion ethical practice, waste reduction and circular economy principles.
- Implement key objectives as outlined in the Op Shop Strategy (*Creative. Innovative. Unique. 2023-2030*).
- Provide strategic advice and support to the Executive Director 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 charity retail industry and Uniting Church networks, and work in partnership to develop and continually improve the performance of Op Shops.
- Demonstrate influential leadership in relevant industry networks and work in partnership with other providers to develop and continually improve the performance of stores.

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- Seek and drive growth opportunities as consistent with robust business modelling and Uniting's strategic priorities.
- Develop and provide fully costed business cases to support decisions to progress the retail strategic and growth agenda.

Sales / profitability:

- Champion innovation, enhance competitive advantage, and drive sales strategies to increase Op Shops and Social Enterprises net financial position.
- Increase sales income by 3-5% annually.
- Implement, lead and drive the overall Uniting sales management and measurement.
- Utilise broader sector trends and sales data to drive high-performing businesses that respond to community demands.
- Deliver sustainable business modelling across all business areas ensuring budget compliance.
- In agreement with the Leadership Team, set targets, wages and ensure controlled expenses within agreed organisational budgets.
- Work with business areas to assist them in developing, understanding, and achieving budgets.

Quality and risk:

- Support, mentor, and coach the Op Shops and Social Enterprise leadership teams to achieve Uniting's Op Shops Strategy.
- Identify opportunities to integrate and work collaboratively across Uniting.
- Encourage volunteer, donor, customer, and consumer feedback and ensure it is appropriately recorded, reported, and followed up in a timely manner.
- Implement quality improvement initiatives.
- 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.

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.
- Lead and create a culture that encourages team members to tap into our natural way of being creative, enthusiastic, and having fun, ensuring staff and volunteers are finding simple ways to delight people in a meaningful, memorable way.
- 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.
- Support, mentor, and coach business area leadership teams to be aware of the diverse needs and backgrounds of consumers, team members and volunteers building spaces of acceptance and respect, maintaining a duty of care and trauma-informed practice.
- Lead and participate in local team and whole of Op Shops and Social Enterprise meetings, including Op Shop meetings, Op Shops Leadership Team meetings and Op Shops People Leaders days.

Legal requirements and 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.

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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.

5. Performance indicators

- Implementation and management of the Op Shop strategy in line with agreed timelines.
- Sales targets are achieved as set out in agreed 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.
- Increase in Uniting Op Shop brand awareness across the sector and public.
- Team environment reflects a harmonious and inclusive culture.

6. Person specification

Qualifications

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

Experience

- Management and leadership experience of 3 years or more in charity retail businesses, social enterprise, or other relevant experience, with demonstrated ability in strategic planning and implementation of highly effective business models.
- Proven experience in leading and developing a diverse and cross functional workforce including experience with volunteers.
- Demonstrated leadership and management skills and the ability to drive service excellence and build positive team cultures.

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- Evidence of strong business development acumen, financial performance, and budget management skills.
- Understanding of the complexities of working with community, church, or grass roots organisations.

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.

Charity retail:

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

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, can 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.

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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.

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: