

Title:	Sorting Room Assistant
Business unit:	Op Shops, Social Enterprise & Employment
Location:	331-337 Victoria Street, Brunswick VIC 3056
Employment type:	Part-time, ongoing
Reports to:	Sorting 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.

The Op Shop Sorting Room Assistant oversees the sorting and processing of donated items in the Uniting Op Shop Hub in Brunswick. This role ensures high-quality stock for the shop floor by managing the sorting process, training and supervising volunteers, and maintaining a clean and organised workspace. This role also contributes to the overall success of the Op Shop by supporting sales, managing inventory, and fostering a positive environment.

Through the work of our sorting room, our Op Shops 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.

Position Description

Sorting Room Assistant



2. Scope

Budget:

Nil

People:

Nil

3. Relationships

Internal

- Op Shop Sorting Manager
- Op Shop Managers
- Op Shop Supervisors
- Area Manager Op Shops
- Other Uniting staff.

External

- Customers and consumers
 - Export companies
 - Local community partners.
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4. Key responsibility areas

Service delivery:

- Sort and categorise donations to a high standard, maintaining high levels of safety, neatness, and operational standards.
- Bring creating flair in achieving visually dynamic and contemporary Op Shops through identifying and providing high quality stock.
- Champion ethical practice, waste reduction and circular economy principles.
- Build unique and positive customer and donor 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.

Quality and risk:

- 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 and stock in Op Shops and respond to sales trends through critical sorting practices.
- Be aware of designer, vintage, collectable, and valuable goods to optimise value – where appropriate direct goods to a premium op shop location.

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

- Donations are sorted to adequate quality, as managed by team and sorting manager, in conjunction with shop needs.
- Adds to workplace environment in a positive and supportive manner, boosting morale for self and team.
- Works harmoniously alongside and under the sorting manager to develop career goals and performance.
- Has positive feedback from volunteers relating to supporting them in their time at Uniting.

6. Person specification

Qualifications

- No formal qualifications required for this role.

Experience

- Relevant charity retail / volunteer experience and / or retail experience, skills and knowledge.
- Experience in charity retail operations.

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.
- Excellent communication and interpersonal skills for interacting with volunteers and staff.
- Ability to perform physical tasks associated with sorting and moving donated items. This can include but is not limited to using pellet jacks to move stillages of stock, sorting while standing and heavy lifting of up to 10kgs.

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- Keen eye for detail to identify quality items, ensure accurate record-keeping, and maintain a tidy workspace.
 - Enthusiasm for the mission of the Op Shop and a positive, team-oriented approach.
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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: