

# Position Description

<b>Title</b>	Store Manager - Retail
<b>Business Unit</b>	Retail
<b>Location</b>	324 Eaglehawk Road, California Gully 3556
<b>Employment type</b>	Ongoing, Part Time (30.4 hours per week)
<b>Reports to</b>	Team Leader- Retail

## 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 Store Manager – Retail will be responsible for the day to day operational requirements, driving sales to achieve targets and budgets through clear direction with an engaged workforce, whilst ensuring a dynamic and positive customer experience. Other responsibilities include: supporting volunteers, maintaining a well presented and stocked store, which complies with legislative, regulatory, and funding guidelines and Uniting Policies and Procedures.

### 2. Scope

**Budget:**

Responsible for monitoring and reporting on the daily/ weekly/monthly budgets provided by the Team Leader - Retail.

**People:**

The position is responsible for the management of Opportunity Shop Retail team members (casual relief) and Volunteers.

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### 3. Relationships

#### Internal

- Team members – Employees and Volunteers
- Team Leader - Retail
- Other Uniting Staff
- Uniting Retail Network
- Volunteer Services
- Uniting Congregations

#### External

- Customers
  - General Public
  - Local community partners
  - Retail partners and industry associations
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### 4. Key responsibility areas

#### Service delivery

- Welcome, greet and support customers who are accessing the store, ensuring exemplary customer service standards are maintained.
- Lead by example in store, creating a positive and customer focused sales environment.
- Oversee stock management including ordering, storing, tracking, and controlling inventory.
- Maintain Uniting merchandise presentation standards in the Shop including rotation, pricing, stock clearance and stock promotions.
- Restock and merchandise the Op Shop floor on a daily basis or more frequently as required
- Manage and accept donations and prepare for sale where appropriate.
- Manage and resolve all customer enquiries.
- Provide support and direction to volunteers.
- Utilise initiative and creativity to implement sales strategies to enhance sales performance.
- In conjunction with the Team Leader - Retail, ensure store budgets are maintained.
- Achieve the budgeted sales targets.
- Implement improvements through collaboration with Team Leader - Retail and in accordance with Uniting requirements around change management (where relevant).
- Open and close the store in accordance with policies and procedures.
- Maintain storage areas and keep the store clean at all times.
- Consistent with Uniting values use initiative to solve problems within the store.
- Assist in hands-on service delivery, as required.
- Attend team meetings, as required.
- Other related duties as directed by the Team Leader Retail.

#### Administration

- Prepare rosters for volunteers to ensure coverage of all work areas.
- Keep correct up-to date financial and banking records and report on figures and variances.
- Ensure correct & accurate data entry in the POS system and undertake daily banking.

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#### Quality and risk

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety.)
- Identify, report, manage and respond to emerging issues in an appropriate and timely way.
- Contribute to and promote a positive safety culture by taking reasonable care for your own and other's health and safety.
- Wherever possible, undertake sustainable waste management practices.

#### People and teams

- Establish, lead, coach and inspire an engaged and productive team.
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships.
- Actively seek new volunteers in collaboration with the Team Leader - Retail.
- Lead the volunteer journey including recruitment, support, engagement, and exit.
- 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.

#### 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.

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## 5. Performance indicators

- Sales targets and budgets are achieved
- Customer experience & satisfaction
- Volunteers are actively engaged and feel valued

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## 6. Person specification

### Qualifications

- Relevant tertiary qualification/s in retail /business, and/or demonstrated experience managing retail stores.

### Experience

- Demonstrated experience in retail management.
- Demonstrated knowledge of brands and fashion trends.

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- Ability to develop, mentor and motivate a dynamic team of employees and volunteers.

#### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- High-level interpersonal and communication skills including, listening, and engaging with volunteers, customers, and the general public.
- Ability to actively engage with customers to support sales and customer satisfaction.
- Ability to supervise and foster excellent working relationships with volunteers promoting a positive team culture.
- Understanding and awareness of brands and fashion trends.
- High level ability in visual merchandising and stock management.
- Highly developed organisational skills and decision-making ability.
- Ability to use initiative and creativity to enhance store performance and customer experience.

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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.**

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### 8. Acknowledgement

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

#### Employee

Name:

Signature:

Date: