

# Position Description

**Title:** Retail Manager – Opportunity Shop  
**Business Unit:** Business and Social Enterprise  
**Location:** 211 Chapel Street, Prahran  
**Employment type:** Ongoing Full Time  
**Reports to:** Community Services Manager

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## About Uniting

Uniting works 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.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

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 celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTQI) 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

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## Position purpose

This role takes responsibility for the day to day management and operation of the Opportunity Shop with the aim of growing the business, building on a deep local community connection and developing the skills and capacity of our staff and volunteers in a retail environment.

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## Scope

**Budget:** Managing the revenue and expenses budget

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Approved by: Anne Minehan/ Mike Scott	Page 1 of 6	Division: East
Date Approved: 10.5.19	Printed copies of this document are not controlled.	Next Review Date: <Date>

## Position description

### Retail Manager – Prahran Opportunity Shop

**People:** Up to 40 volunteers, Logistics Staff, up to 3 part time staff

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#### Relationships

**Retail Staff:**

- Community Services Manager
- Staff
- Volunteers
- Logistics Staff (Warehouse and Drivers) and volunteers

**External:**

- Customers
  - Community organisations, Corporate
  - Donors
  - Suppliers
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#### Key responsibility areas

Operating in line with strategic and annual business plans, the Retail Manager will:

**Operations**

- Effectively run the day to day operations of the Opportunity Shop
- Maintain and further develop all policies and procedures relating to the effective operations of the Opportunity Shop
- Ensure that all staff and volunteers are aware of, and work in compliance with, operational policies and procedures
- Adopt a continuous improvement approach to the delivery of products/services to customers
- Ensure that customer comments and complaints are responded to in a customer focussed manner
- Ensure the store provides a visually attractive and hazard free shopping experience and work environment. This includes storage, sorting areas, delivery truck and behind the shop counter
- Actively participate in discussions on store presentation to ensure the consistency and quality of merchandising and housekeeping.
- Plan, organise and implements sales promotions, displays and events
- Manage marketing campaigns as required

Approved by: EO Prahran	Page 2 of 6	Division: People and Culture
Date Approved: 26.6.2019	Printed copies of this document are not controlled.	Next Review Date: 12.10.2019

## Position description

### Retail Manager – Prahran Opportunity Shop

- Ensure that the shop is operating within relevant legislative requirements
- Assist in the distribution of clothing and goods to Emergency Relief Service recipients as requested
- Support the donations supply chain and maximise its effectiveness
- Work with all stakeholders, including other local retailers, to maintain an optimum presence in the community

#### Finance

- Manage financial responsibilities, including banking of daily takings, ensuring correct processing of transactions and balancing of the register at the end of the day
- Reporting – complete all financial forms and records accurately and in a timely manner including banking, timesheets and all finance processing documentation
- Work with Manager to ensure income and expenses are managed effectively
- Provide input into budgets including sales, salaries and expenses
- Ensure audit directions are complied with and accountability requirements are met
- Support the implementation of a stock control system for the organisations' donated goods, monitor and develop it's performance after implementation
- Maximise sales and develop new and innovative ways of building revenue

#### Team Work and Development

- Provide leadership and management to all staff, volunteers and other stakeholders
- Develop, promote and support a culture and work environment within the shop that is positive, healthy, safe and respectful for all volunteers, staff, customers and clients
- Ensure that staff and volunteers are provided with on-going feedback through effective supervision and support
- Encourage and role model effective communication with all stakeholders

Approved by: EO Prahran	Page 3 of 6	Division: People and Culture
Date Approved: 26.6.2019	Printed copies of this document are not controlled.	Next Review Date: 12.10.2019

## Position description

### Retail Manager – Prahran Opportunity Shop

- Ensure compliance with all policies and procedures in addition to legal and legislative requirements regarding volunteer and employment matters
- Assist with problem solving and addressing any emergent issues particularly around customer service, efficiency and store productivity
- Identify any communication or workflow issues and suggest improvements
- Continue to build a sense of community within the team

#### Documentation, WHS and Administration

- Manage day to day security and monitor and regularly report on matters of security in the store
- Provide advice to the Manager regarding property maintenance in the shop.
- Manage and deliver administrative tasks, including maintenance of files and statistical reporting as required.
- Complete regular progress reports within required timeframes.
- Undertake other duties and functions as directed, commensurate with current level of skills and classification.

#### Learning & Development

- Attend regular and on-going supervision with the Manager.
- Undertake training and professional development relevant to the role and in line with your annual performance review and learning plans
- Promote ethical and non-discriminatory behaviours and practices which incorporate Uniting's values.

#### Personal Accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees, founding agency employees and external stakeholders in accordance with Uniting's values and professional standards of behavior.

Approved by: EO Prahran	Page 4 of 6	Division: People and Culture
Date Approved: 26.6.2019	Printed copies of this document are not controlled.	Next Review Date: 12.10.2019

## Position description

### Retail Manager – Prahran Opportunity Shop

- 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
- Promote a positive and safe culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to Quality and Program Performance.
- Attend mandatory training sessions

### Performance indicators

- Achievement of annual business targets;
- Customer satisfaction measures;
- Staff and Volunteer retention

## Person specification

### Qualifications

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

### Core selection criteria

#### ***Values alignment***

- ability to demonstrate and authentically promote Uniting's values

#### ***Skills and Knowledge***

- Demonstrated experience in managing a team within retail, ideally within an Opportunity Shop environment
- Demonstrated experience in customer service, retail sales, merchandising, cash handling and stock rotation
- Demonstrated customer centric approach to achieving sales targets
- Previous experience in providing training to staff and volunteers with diverse backgrounds and skills
- Administration and cash handling experience
- Excellent computer skills and the Microsoft Office suite

#### ***Communication and Interpersonal Skills***

- Excellent written and oral communication skills.
- Strong leadership skills with the ability to roll up the sleeves and be part of the team

Approved by: EO Prahran	Page 5 of 6	Division: People and Culture
Date Approved: 26.6.2019	Printed copies of this document are not controlled.	Next Review Date: 12.10.2019

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- Demonstrated ability to respond and adapt to competing priorities.
- Demonstrated ability to prioritise duties and work with limited direction.
- Positive and enthusiastic approach to challenges

#### **Other Requirements**

- Current Working with Children Check.
- Current Victorian driver's licence.
- Current National Police Record Check

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### 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 Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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

#### Employee

#### Manager

Name:



Signature:



Date: