



POSITION DESCRIPTION

1. POSITION DETAILS			
Position Title	Retail Shop Assistant Manager	Classification Code	General Retail Industry Award: Retail Employee Level 4
Business Unit	Commercial	Employment Status	Permanent Part Time
Location	Noarlunga	Date Created	May 2023
Reports To	Retail Shop Manager	Date Approved	January 2024
		Review Date	January 2025
2. POSITION CONTEXT			
Organisational Overview	<p>The St Vincent de Paul Society (The Society) is a lay Catholic organisation and a major international charitable and voluntary organisation, which has been in existence in South Australia (SA) since 1884.</p> <p>The principal role of The Society is to provide for or alleviate the various needs of disadvantaged people in the community by genuinely addressing poverty and hardship through assistance and advocacy. The Spiritual mission of The Society is to continue the mission of Jesus Christ.</p> <p>Our core work in SA is to assist people in need and to raise awareness of and advocate against social injustice across the State. We do this through our local member networks, known as Conferences, which operate across 60 communities throughout the State, our 34 Vinnies Centres (shops) and through our Special Works. Special Works include the Vinnies Men's Crisis Centre (VMCC), Vinnies Women's Crisis Centre (VWCC), Fred's Van (10 sites), Vinnies Open Door program, Vinnies Refugee and Asylum Seeker Service (VRASS), Youth and Community Engagement, and a range of other special programs. Special Works support our key strategic work focus areas of homelessness, refugees and asylum seekers and provides support to victims of domestic and family violence.</p> <p>The Society has around 2500 members and volunteers as well as over 125 employees.</p>		
Position Purpose	<p>The Retail Shop Assistant Manager works as part of the Vinnies Commercial team and with the Retail Shop Manager and Zone Manager for the region.</p> <p>The role is responsible for developing a successful retail and community support facility with the support of the Retail Shop Manager. The position will:</p> <ul style="list-style-type: none">• Assist to manage, train and motivate a team of volunteers/employees to achieve sales targets.• Ensure the team provides exceptional customer service to all customers, including those with Vinnies assistance vouchers.• Assist in managing all aspects of shop operations including sorting of donations, correct pricing according to Vinnies standards, monitoring of stock levels, compliance with WHS procedures, etc.• Support the Retail Shop Manager to manage income and expenditure within budget.• Assist in overseeing sales transactions to ensure these comply with policies and procedures.• Assist Retail Shop Manager to ensure all day-to-day transactions are completed and compliant with Society policies and procedures• Assist in completing all required administration tasks, including end of month reporting requirements and Point of Sale (Qdos) reports.• Work with Retail Shop Manager to develop and implement effective visual merchandising strategies.• Assist in managing teams and areas of work to align to the Society's mission, vision, values and lay Catholic heritage.		

Line Management Responsibility	This position reports to the Retail Shop Manager and has line management of shop employees (as applicable) and shop volunteers.
Key Interactions and Relationships	In addition to the Retail Shop Manager, Zone Manager, GM Commercial and shop volunteers/employees, the Retail Assistant Shop Manager will foster close working relationships with customers, Vinnies Warehouse, local Conference members and Society personnel, including staff and volunteers.
Authority to Act / Delegations	This position has limited Delegations of Authority, outlined in the Expense Approval Delegations Document.
Special Conditions	<ul style="list-style-type: none"> As part of the Society's commitment to safety, welfare, and integrity, employment is contingent upon satisfactory National Police Checks, performance appraisals, and employment health checks, both upon commencing employment and as requested throughout. Weekend work will be required. A valid Driver's Licence is required.

3. PRIMARY OUTCOMES AND ACCOUNTABILITIES

KEY RESULT AREA	PERFORMANCE MEASURES
Retail Operations	<ul style="list-style-type: none"> Opening and closing of the store and functions associated with this process. Promoting the Society's image and ethos in the community through professional, courteous and helpful behaviour, and treating all who come to a Vinnies Shop with dignity and respect. Assist in Identifying and improving systems, processes, policies and practices. Front counter POS transacting Encourage and promote donations to the Society. Cash handling, end of day till counts and the securing of cash. Ensure visual merchandising, category layout, stock presentation and stock rotation standards are maintained. Sorting, cleaning, steaming, pricing and display of donated stock. Able to review and analyse business data and analytics to enable effective reporting and decision-making on operational performance. Ensure shop budgets and financial targets are met or exceeded. Sufficient stock levels are maintained. Displayed stock is of high quality, priced, merchandised and rotated in accordance with St Vincent de Paul guidelines. Shop presentation and maintenance standards are consistent with WHS requirements, and the Society's image is presented to the community in an appropriate manner. Ensures school uniform stock levels are sufficient for the seasonal demand (not applicable to all stores) General housekeeping.
Management/ Supervision	<ul style="list-style-type: none"> Provides professional and effective onboarding, training and delegates to volunteers. Retention of high performing volunteer group. Assume Managerial responsibilities in the absence of the Retail Shop Manager. The shop is sufficiently staffed at all times to meet the needs of the business and the people we serve. Shop team is working efficiently and providing exceptional customer service. Staff and volunteer grievances are dealt with promptly and professionally. Improvement in systems, processes, policies and practices are identified and referred to Retail Shop Manager for action. Maintenance requirements and other work in relation to the building, fixtures and fittings are promptly reported to the appropriate manager.
Builds and Maintains Effective Relationships	<ul style="list-style-type: none"> Acting in a manner that maintains a friendly, helpful, caring and compassionate environment in which customers, assistance recipients and shop personnel are treated with dignity, respect and professionalism. Works collaboratively with the local St Vincent de Paul Conference members to assist and build relationships with the local community.

<p>Occupation Health Safety & Welfare (the Society is aligned to the Catholic Safety and Injury Management (SA) System)</p>	<p>All employees are responsible for their health and safety and avoid adversely affecting the health and safety of any other person connected to their work.</p> <p>Your responsibility is to:</p> <ul style="list-style-type: none"> • Champion a safe work environment for staff, customers, members, and volunteers by implementing the Society's workplace health and safety practices. • Adhere to safe work and welfare practices, policies, and procedures. • Participate in workplace WHS inspections/audits and in relevant WHS training programmes. • Assist in the maintenance of WHS facilities, resources, equipment and records. • Identify, report, and address physical and psychological hazards, accidents, and unsafe workplace practices within 24 hours of occurrence, using the incident reporting system. • Lead workplace WHS inspections/audits and relevant WHS training programmes. • Contribute to implementing effective risk management procedures to ensure compliance with legal, employment and governance requirements.
<p>Duties as otherwise requested</p>	<p>St Vincent de Paul Society is a not-for-profit that aims to take opportunities to maximise the benefit it provides to the community. From time to time, this role may require undertaking other duties of a similar level to those outlined in this Position Description.</p>

4. POSITION COMPETENCY PROFILE

TECHNICAL	DESCRIPTION
<p>Organisational Skills</p>	<ul style="list-style-type: none"> • Effectively manage multiple priorities and deadlines to achieve results.
<p>Communication</p>	<ul style="list-style-type: none"> • Demonstrating negotiation and influencing skills and exceptional communication ability.
<p>People Management</p>	<ul style="list-style-type: none"> • Effectively manage emotions and handle challenging situations. • Maintain flexibility in managing work situations, workloads and changing priorities.
<p>Systems</p>	<ul style="list-style-type: none"> • Demonstrating in-depth technical knowledge of IT programs, including Microsoft Suite and POS systems.
<p>Customer Service</p>	<ul style="list-style-type: none"> • Understand the needs of a diverse range of customers and cultures and deliver services that meet these needs. • Demonstrate a 'Customer-centric' approach. • Encourage volunteers to interact with customers to ensure their needs are met positively. • Ensure customer feedback and any complaints are dealt with promptly and professionally.
BEHAVIOURAL	DESCRIPTION
<p>Interpersonal Relations</p>	<ul style="list-style-type: none"> • Establish and maintain effective working relationships with internal and external stakeholders. • Embrace and engage with different cultures, individual capacities, workplace diversity and skill sets. Implement workplace change effectively. • Apply appropriate discretion and maintain confidentiality in dealing with sensitive and confidential information.
<p>Professional Accountability</p>	<ul style="list-style-type: none"> • Is a role model for performing work at a high standard. • Accept responsibility for actions and consequences of decisions.
<p>Ethics and Values</p>	<ul style="list-style-type: none"> • Understanding of and commitment to the Ethos, Mission, and Values of the Society. • Be able to promote the core values of The Society and ensure that the Code of Conduct is upheld.

5. OTHER REQUIREMENTS

<p>Essential skills/experience</p>	<ul style="list-style-type: none"> • Demonstrated experience successfully managing retail stores and meeting financial targets. • Proven people management skills, including effectively leading, motivating, coaching and developing teams. • Proven ability to analyse and merchandise stock to maximise sales. • Ability to develop, mentor and motivate a dynamic team of employees and volunteers.
<p>Desirable skills/experience</p>	<ul style="list-style-type: none"> • Post-secondary qualifications relevant to the role, such as Certificate III in Retail. • Experience working in a membership-based organisation to support and empower members and volunteers. • Retail fashion experience and an eye for styling and detailing. • Experience creating content for social media platforms.