The St Vincent de Paul Society was founded by Frederic Ozanam in 1833, a 20 year old student who wanted to respond in a practical way to the hardship he witnessed in France. Fondly known as Vinnies and first established in Perth in 1865, the Society strives to serve people experiencing disadvantage in our community as part of a federated model in Australia while being present in 149 countries around the world.

Our core work is our emergency relief program, provided through our large volunteer member base, which addresses the needs of people predominately in their own homes with respect, compassion and hope. The Society also supports Western Australians through our retail and depot operations, recovery-focused mental health services, a range of services to prevent or alleviate homelessness, provision of housing, support for young people, financial counselling and migrant and refugee services, while advocating for the people we assist and encouraging a greater understanding of social justice issues.

The Social Enterprise Department is responsible for the growth and development of all Marketing, Fundraising, Retail and Depot operations which make a contribution to the St Vincent de Paul Society’s income.

The St Vincent de Paul network of retail stores provides furniture, clothing and household goods to families and people who are in need. The profit from the sale of stock from our Vinnies stores goes directly towards providing resources and support to people in need. The Retail Team ensures that all retail stores operate effectively, ensuring quality customer service is provided and that the St Vincent de Paul organization is well represented.

To manage the day to day operation of the Vinnies Retail Store to ensure efficient running as detailed in the Retail Store Operations Manual.

Our Values in Practice are at the core of everything we do.

**Commitment**
Approach everything we do with a positive and professional attitude, taking pride in getting the best results for the organization.

**Compassion**
Being aware of, and responding to the needs of others, providing support and preserving and upholding the Society’s mission.
Our Values in Practice:
Commitment | Compassion | Respect
Integrity | Empathy | Advocacy | Courage

Respect
Being non-judgmental and open to the views, skills, knowledge and ideas of others.

Integrity
Upholding the values of the Society and approaching all relationships with honesty and trust.

Empathy
Being sensitive and understanding to the needs of others and offering support where we can.

Advocacy
Acting on behalf of others to influence, inspire and create positive change.

Courage
Lead by example in all we do and encourage growth in ourselves and others.

KEY RESPONSIBILITIES

RETAIL MANAGEMENT
- Fosters an environment of excellent customer service and ensures customer needs are met at all times. Leads the store team from the front of the store, minimum 4 to 6 hour presence in the retail area on a daily basis
- Continuously monitors the performance of centre volunteers to ensure compliance with retail guidelines and provides support and encouragement as required
- Ensures correct levels of stock are available to customers at all times and liaises with the Area Manager and Depot Supply Manager in the event of identified shortages
- Monitors the quality of stock on display and ensures stock is correctly priced, merchandised and adheres to retail guidelines
- Identifies areas of retail store operations requiring improvement, including management of stock and security, and devises methods to achieve required improvement
- Responds efficiently to customer complaints and feedback
- Provides coaching and mentoring to volunteers to support growth and improvement in the delivery of quality customer service. This includes both written and verbal communications, as well as leading by example
- Ensures all welfare clients presenting Welfare Cards are dealt with in a professional, confidential and friendly manner
- Completes paperwork associated with vouchers and ensures timely distribution to the Retail Area Managers at the end of each month
- Develops advertising and marketing strategies to positively promote the centre in the wider community and ensures these are in line with Society guidelines and approved by the Marketing team.

PEOPLE MANAGEMENT
- Responsible for the day to day management of volunteers within the retail stores and ensures all volunteers are appropriately trained and supported to carry out their duties effectively
- Ensures volunteers comply with correct retail operating procedures in addition to relevant St Vincent de Paul Society polices including Workplace Health and Safety
- Ensures the retail store is appropriately resourced to achieve customer satisfaction, timely support of welfare clients and that general retail duties such as sorting and pricing are completed
- Monitors and administers volunteer training. This includes volunteer selection, orientation with Retail Management Team and HR Manager and on-the-job training in all facets of the store operation

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Version number: 1.0
Our Values in Practice:
Commitment | Compassion | Respect | Integrity | Empathy | Advocacy | Courage

- Generates and maintains good morale and cooperation of all volunteers through direction, leading by example and motivation
- Ensures volunteer grievances are dealt with promptly and professionally. Actively recruits and retains staff and volunteers.

FINANCIAL ACCOUNTABILITY
- Monitors customer sales to ensure that all transactions are accompanied with a receipt to both customers and volunteers purchasing goods
- Maintains daily, weekly and monthly administration requirements in accordance with policy
- Ensures banking is conducted daily and any variances are reported to the Retail Area Manager and Finance by email at the end of business day.
- Works to achieve financial targets set for the centre and updates focus boards accordingly and works to identify strategies to achieve financial targets
- Ensures that all staff are aware of the focus board and are encouraged to check the board at the start of each shift

INDIVIDUAL COMMITMENT
- Actively embraces and integrates the Society’s Mission, Vision and Values in Practice into the role, and models appropriate behaviours
- Conforms to the Society’s conditions of employment; code of conduct; policies and procedures; and relevant legislation and standards
- Demonstrates a commitment to ongoing personal and professional development.

KEY OUTCOMES
- The **Retail Manager achieves weekly, monthly and annual financial budgets** based upon excellent operational standards, customer service and through the engagement and drive of the team.
- The **Retail Manager achieves weekly, monthly and annual Key Performance Indicators** based upon excellent operational standards, customer service and through the engagement and drive of the team:
  - Store **Average Spend** is equal or above all Vinnies store average
  - Store **Units per Sale** is equal or above all Vinnies store average
- Retail store operates efficiently and in line with the retail operating guidelines and is well stocked as per guidelines, and deliver exceptional customer service
- All volunteers are well trained according to Vinnies training standards and supported to achieve in their roles.
- Volunteers act within the relevant policies and procedures, and adhere to OHS protocols
## Key Competencies

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<td>- Maintains workplace health and safety</td>
<td>- Leads effective teams</td>
<td>- Recruit, induct and support volunteers</td>
<td>- Manages and promotes diversity</td>
<td>CHC44015 Certificate IV in Coordination of Volunteer Programs</td>
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<td>- Implements and monitors operational plans</td>
<td>- Manages volunteer workforce development</td>
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<td>- Leads and manages effective workplace relationships</td>
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<td>- Works legally and ethically</td>
<td>- Implements continuous improvement</td>
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<td>- Controls store security</td>
<td>- Communicates effectively</td>
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<td>- Coordinates merchandise presentation</td>
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<td>- Manages point of sale terminals</td>
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<td>- Controls inventory</td>
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## Job Requirements – Skills, Knowledge, Experience

### Essential
- A passion for the retail industry, exceptional customer service skills and a strong sense of style and presentation
- Ability to motivate and train others and gain cooperation
- Strong communication skills and listening skills
- Experience in managing stock and visual merchandising
- Good planning and time management
- Supervision skills
- Sound knowledge of minor financials
- Excellent organisation and administrative skills
- Well-developed decision making and problem solving skills
- Excellent written, verbal and interpersonal communication skills
- Demonstrated ability to work as part of an integrated multi-disciplinary team

### Other Requirements
- Federal Police Clearance
- Driver’s License
- Copy of Qualifications (as required)
- Permanent Residency/Australian Citizenship documentation.
CERTIFICATION

I have received a copy of the job description and understand the requirements of the position.

Signature: ___________________________ Date: __________________________

St Vincent de Paul Society (WA) Inc is an Equal Opportunity Employer