

Human Resources

> Position Description



St Vincent de Paul Society
(NT) Inc.
good works

Position Title	Centre Coordinator
Position Number	1362
Position Status	Full Time
Classification	SVDP 4
Central Council	Northern Territory
Line Manager	Retail Operations Manager
Incumbent Name	TBA
Commencement Date	TBA

Society Mission Statement

The Society is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Position Summary

The Centre Coordinator is responsible for providing a high standard of professional coordination of the retail centre, including managing and recruiting volunteers, providing assistance to internal and external clients of the Society services whilst adhering to the Society's policies and procedures.

Key Accountabilities

General

- Coordinate the day to day operations of the Centre in accordance with Society policy and procedures
- Increase sales revenue in centre operation(s) meeting set objectives
- Ensure customer/clients satisfaction, turnover, control of expenses and other factors adhere to the pricing strategies and policies as determined by the appropriate decision maker within the Society
- Undertake training and development as appropriate
- Be an active member in team meetings and management meetings
- Follow and implement all workplace policies and procedures to ensure that safe work practices are upheld
- Contribute to the ongoing process of continual improvement and effective team work
- Ability to work and be motivated unsupervised
- Plan, direct, control and coordinate the Centre's operations and staff in a retail setting
- Abide by all workplace policies and procedures and ensure that safe work practices are upheld at all times
- Presentation of stock and stock control
- Ensure all paper work is completed and filed away on a regular basis
- Basic reporting of financial and compliance matters
- Reporting entity and electronic point of sale operations when required
- Generate and maintain a volunteer-centred culture
- Undertaking and arranging for induction to further train volunteers as required

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- Relying on the valued improvement of employees

Project Work

- Measures will be provided as per project work objectives

Additional Position Requirements

- Demonstrated experience recruiting, training and engaging with volunteers from the community
- Work is to be performed in accordance with all Society policies and procedures and legislative requirements including safety and environmental responsibilities
- Actively participate in staff training and development that include tool box talks and performance reviews
- Contribute effectively to the team and provide accurate and timely support and advice
- Acknowledgement that throughout the course of employment employees may be requested to work at different Society locations due to operation requirements.
- May be required to work flexible hours to meet set deadlines and objectives. Out of hours and/or weekend work may be required
- Understanding that duties and responsibilities identified in the position descriptions are only an overview of expectations when the document is developed and the position may mature throughout the employee relationship including the duties and responsibilities required to be performed
- Suitable National Police History Check, current NT drivers license and Ochre card (if applicable)
- Perform all other duties as required

Organisational Chart



Delegations

Financial delegation as stated in the St Vincent de Paul Society Financial Delegation of Authority.

Qualifications [Essential / Desirable]

Essential

- Relevant Tertiary or TAFE Qualification or equivalent in Retail Operations

Knowledge, Skills and Abilities

- Demonstrated experience in retail operations
- Proven ability to train staff and volunteers in a range of facets e.g. workplace health and safety, policy and procedures
- Demonstrate a friendly, positive attitude, with a willingness to learn



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- Effective written, oral communication and interpersonal skills, including effectively communicating with workplace management, staff and volunteers
- Demonstrate excellent time management skills
- Flexible approach and the ability to take initiative
- Dedicated approach to service
- Ability to maintain confidentiality on information at all times
- Demonstrate genuine respect for all people regardless of their situation
- Understanding of and commitment to the philosophy of the St Vincent de Paul Society and an ability to work in accordance with policies and procedures to promote the values and mission of the Society
- Understanding of risk management principles including current WHS legislation and regulations

Employee Signature: _____

Date: _____