



POSITION DESCRIPTION

1. POSITION DETAILS			
Position Title	Retail Shop Manager	Award	General Retail Industry Award
Business Unit	Commercial	Employment Status	Permanent Full Time
Location	Semaphore	Date Created	August 2023
Role Reports To	Zone Manager	Date Approved	January 2024
		Review Date	January 2026
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>Through effective leadership, the Retail Shop Manager contributes to the growth and success of the commercial division, fostering continuous improvement while upholding Vinnies' values and objectives.</p> <p>Key Responsibilities:</p> <ul style="list-style-type: none">• Lead, train, and motivate a team of volunteers/employees to achieve sales objectives.• Ensure exceptional customer service for all patrons, including those utilising Vinnies assistance vouchers.• Oversee all shop operations, including donation sorting, pricing adherence, inventory management, and WHS compliance.• Manage sales and expenditure to budgets set.• Supervise sales transactions to ensure compliance with organisational policies.• Ensure adherence to Society policies and procedures in day-to-day operations.• Execute necessary administrative tasks and reporting obligations.• Develop and implement effective visual merchandising strategies.• Organise teams and work areas in alignment with the Society's values.		

Line Management Responsibility	This position reports to the Zone Manager for the area and has line management of shop employees (as applicable) and shop volunteers.
Key Interactions and Relationships	In addition to the Zone Manager, GM Commercial and shop volunteers/employees, the Retail 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 upon commencing employment and as requested. This role is physically demanding and requires the incumbent to lift and carry, stand and walk for long periods, push a trolley, and stack shelves and racks. Regular weekend work will be required. A Valid Driver's Licence (Class C) is required.

3. PRIMARY OUTCOMES AND ACCOUNTABILITIES

KEY RESULT AREA	PERFORMANCE MEASURES
Retail Operations	<ul style="list-style-type: none"> Provide regular performance reporting and recommendations to inform decision-making on operational requirements. Ensure shop sales budgets and other targets are met or exceeded. Maintain sufficient stock levels. Ensure displayed stock is of high quality, priced, merchandised, and rotated according to St Vincent de Paul guidelines. Encourage and welcome donations to the Society. Maintain shop presentation and maintenance standards consistent with WHS requirements and the Society's image. Ensure school uniform stock levels are sufficient for seasonal demand (if applicable). Complete all required administration tasks, including end-of-month reporting requirements and point-of-sale reports. Ensure all day-to-day transactions are completed and compliant with Society policies and procedures. Achieve shop performance goals through managing the following shop functions: <ul style="list-style-type: none"> Merchandising and Presentation Financial Management and Reporting OH&S and Risk Management Security/Shrinkage/Technology Training of staff in customer service, store presentation and sale. Foster a strong customer service culture within the shop with all team members. Ensure the shop is opened and closed following procedures, including financial and security responsibilities. Ensure daily reconciliations are performed and cash banked. Provide support to the Zone Manager regarding property maintenance at the shop.
Management/supervision	<ul style="list-style-type: none"> Ensure the shop is adequately staffed to meet business needs and customer service standards. Provide professional onboarding, training, and support to volunteers and employees. Lead, train, and motivate a team of volunteers/employees to achieve sales targets and provide exceptional customer service. Oversee all aspects of shop operations, including donation sorting, pricing, stock monitoring, and WHS compliance. Identify areas for improvement in systems, processes, policies, and practices. Promptly address shop volunteer and employee grievances. Collaborate with HR for recruitment, development, and retention of the team. Foster a cohesive and engaged team culture aligned with the Society's mission. Manage conflict situations effectively and communicate clear expectations and outcomes to the team. Provide leadership and support for continuous improvement initiatives. Immediately advise the Zone Manager where an instance of, or a concern that there may be misappropriation of monies or goods occurring or possibly occurring. Follow the resolution process as advised.

Planning Compliance and Budgets	<ul style="list-style-type: none"> • Manage sales and expenditure to budgets set. • Achieve predetermined objectives within the allocated budget. • Ensure effective management of all resources to achieve positive outcomes. • Fulfill audit actions and ensure compliance with legal and governance requirements.
Leadership	<ul style="list-style-type: none"> • Foster a positive workplace culture through exemplary leadership practices. • Ensure professional direction of shop volunteers and employees at all times. • Actively participate in relevant organisational and regional meetings.
Builds and Maintains Effective Relationships	<ul style="list-style-type: none"> • Maintain a friendly, helpful, and professional environment for customers and team members. • Collaborate with local St Vincent de Paul Conference members and Vinnies SA employees/volunteers to build relationships with the community.
Occupation Health Safety & Welfare (The Society is aligned to the Catholic Safety Health and Welfare SA OHS&W Management System)	<ul style="list-style-type: none"> • Champions a safe work environment for staff, customers, members, and volunteers by implementing the Society's workplace health and safety practices. • Leads workplace WH&S inspections/audits and relevant WHS training programs. • Assists in maintaining WHS facilities, resources, equipment, and records. • Identifies and reports hazards within 24 hours of them occurring on the incident reporting system. • Manages day-to-day risks in line with policy and procedures. • Contributes to implementing effective risk management procedures to ensure compliance with legal, employment, and governance requirements.
Duties as otherwise requested	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.

4. POSITION COMPETENCY PROFILE

TECHNICAL	DESCRIPTION
Organisational Skills	<ul style="list-style-type: none"> • Effectively manage multiple priorities and deadlines to achieve results.
Communication	<ul style="list-style-type: none"> • Demonstrate negotiation and influencing skills and exceptional communication skills.
People Management	<ul style="list-style-type: none"> • Effectively manage emotions and handle challenging situations. • Maintain flexibility in managing work situations, workloads and changing priorities.
Systems	<ul style="list-style-type: none"> • Demonstrate in-depth technical knowledge of IT programs including Microsoft suite, and POS systems.
BEHAVIOURAL	DESCRIPTION
Interpersonal Relations	<ul style="list-style-type: none"> • Establish and maintain effective working relationships with GM Commercial, Zone Managers, warehouse staff and other internal and external stakeholders. • Embrace and engage with diverse cultures, individual capacity, workplace diversity and skill sets. • Implement workplace change effectively. • Apply appropriate discretion and maintain confidentiality in dealing with sensitive and confidential information.
Customer Service	<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.
Professional Accountability	<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.

5. OTHER REQUIREMENTS

Essential skills/experience	<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.
Desirable skills/experience	<ul style="list-style-type: none">• Accreditation in Retail Operations/ Management (preferable)• Experience working in a membership-based organisation to support and empower members and volunteers. (preferable)• Retail fashion experience and an eye for styling and detailing.• Experience creating content for social media platforms.• Understanding of and commitment to the Ethos, Mission, and Values of the Society.