

Retail Area Manager Position Description

Reporting to:	State Retail Manager	Work location:	Margate, QLD
Department:	Supporter Engagement	Budget holder:	No
Team:	Retail	Direct reports:	Retail Volunteers

Role Purpose

The Area Manager has responsibility for the financial performance and operational management of 7 stores across the QLD region. This is a 'hands on' role requiring significant time both in store and on the road driving business development.

The role is responsible for a team of approximately 100 volunteers, building a dynamic culture of collaboration and cohesion. Operationally you will execute National and State activities whilst ensuring stores have sufficient support. Reporting to State Retail Manager, you will have responsibility for compliance in all areas of operational activity, financial performance, volunteer management and retail operations within your region.

Key Areas of Accountability

Retail Operations

- Ensure there is consistency across the region for core retail operational elements (including branding, store operations, merchandising, volunteer management and inventory management) through the implementation of national/state guidelines and strategies.
- Ensure all aspects of the national merchandising guidelines apply across the region i.e., ticketing and pricing.
- Implement the retail promotions program.
- Support inventory to stores through correct ordering processes.
- Implementation of the retail strategy and imbedding of process changes across the region.
- Work with the State Retail Manager in addressing underperforming stores.

Volunteer support

- Implement the national retail volunteer strategy and program.
- Support retail volunteer recruitment to ensure adequate staff coverage of stores.
- Retain volunteers through ongoing support, training and communication.
- Identify volunteer training needs within defined budget.
- Create a positive environment that results in stable retention and a reduction of volunteer turnover.

Customer Focus

- Deliver a customer centric culture across the region.
- Ensure national customer requirements are adopted by all stores and volunteers.
- People Management
- Lead and support the region to achieve KPIs.
- Develop volunteer base into a highly motivated team.

- Conflict resolution and performance management where required.

Health, safety, security and risk management

- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training
- Act safely at all times
- Report all incidents, injuries and potential hazards in a timely manner
- Participate in, and contribute to, health and safety awareness and improvements
- Be aware of, document and manage the risks associated with your team's programs and workplaces and ensure appropriate elimination or mitigation measures are applied
- Lead and promote a culture of strong governance promoting employee and volunteer health, safety and security and operational risk management
- Show leadership towards health and safety awareness and improvements

Child protection and safeguarding requirements

- Maintain a child safe environment at the workplace and safeguard children's rights, acting in the best interests of children at all times
- Comply with the Child Safeguarding Code of Conduct and child safeguarding and protection policies and standards (click [here](#) to view further details)
- Demonstrate the highest standards of behaviour towards children in both your private and professional life
- Never abuse the position of trust that comes with being a part of the Save the Children family
- Maintain a safe and positive relationship at all times when working with children and young people
- Respond to any concerns for the safety or wellbeing of a child in a program in accordance with internal reporting processes

Person Specification

Essential knowledge or experience

- Well developed retail management skills across all aspects of retail operations
- A solid understanding of retail fundamentals gained through experience in a commercial or not for profit retail environment.
- Strong leadership and influencing skills, with a successful track record in managing, engaging and developing staff.
- Strong written, interpersonal and verbal communication skills
- Strong time management and organizational skills with the ability to adapt quickly.
- Team player, and relishes a hand on approach.
- Strong customer service focus with motivation to improve customer experience across the SCA retail network.
- Strong ability to motivate and inspire whilst working under pressure.

Required qualifications and/or accreditations

- Big box or multi-site retail experience is essential .
- Certifications in retail would be favourable considered.

Additional Information

- Any offer of employment at Save the Children Australia will be subject to a satisfactory National Police Record Check and a Working with Children Check
- Employees must sign on to Save the Children Australia's Child Safeguarding Policy and Code of Conduct

- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- Save the Children Australia is an Equal Opportunity Employer

Driver's Licence: Required **Travel:** Required

Working with Children Check: Required **Assets:** Mobile phone, laptop, car