

Area Manager

Position Description

Reporting to:	State Retail Operations Manager	Work location:	Malaga, WA
Department:	Supporter Engagement	Budget holder:	No
Team:	Retail	Direct reports:	Nil

Role Purpose

The Area Manager is accountable for ensuring the delivery of exceptional operational and commercial standards in 9 stores in areas located south of Perth City. The role is responsible for a team of approximately 250 volunteers, ensuring compliance in all areas of operational activity, and driving sales and profitability through the performance and development of volunteers, whilst managing within agreed budgets. The role also identifies additional operation and commercial opportunities to increase sales in the area and Western Australia network.

Key Areas of Accountability

Operational support

- Effectively manage the P&L within allocated budget in order to affect a profitable performance for the Area, identify underperforming stores and develop a business plan to address and manage issues effectively
- Ensure all merchandise is well presented and stocked sufficiently to maximise sales
- Ensure all stores adhere to compliance requirements in all areas of operational activity, company policies and procedures
- Ensure stores and volunteers are adhering to the Retail and Save the Children Australia policies and procedures
- Support the delivery of all marketing campaigns and promotions
- Support the development of volunteer competence to help optimise and sustain sales performance and customer experience
- Achieve all compliance requirements with regards to safety and security for area

Volunteer support

- Ensure all volunteers in your area are effectively trained and inducted in their job requirements
- Clearly and concisely communicate Save the Children objectives to volunteers so that they remain well informed
- Support Work for the Dole program in conjunction with the Volunteer Coordinator
- Develop and maintain an effective network of communication across the Area to ensure shared knowledge and understanding of business activity
- Ensure the full implementation of induction programmes for new volunteers and monitor ongoing performance needs
- Effectively manage the performance and development of volunteers
- Create a positive environment that results in stable retention and a reduction of volunteer turnover

Health, safety, security, and risk management

- Be a role model for safety and security, including complying with all safety instructions and training given at the workplace
- Act in a safe manner at all times, including complying with all safety instructions and training given at the workplace
- Participate in, and contribute to, health and safety awareness and improvements
- Report all incidents, injuries and potential hazards in a timely manner

- Be aware of, and consider, the risks associated with your team's everyday work and ensure appropriate mitigation measures are applied
- Ensure staff have completed all required training and have up-to-date background and working with children checks
- Lead and promote a culture of strong governance promoting employee health, safety and security and operational risk management

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
- Ensure staff have completed background checks and are trained in child safeguarding in line with organisational and program requirements

Person Specification

Essential knowledge or experience

- Demonstrated experience in supporting retail staff to achieve goals
- Previous multi-site area/retail management experience
- Exceptional merchandising skills gained in a major retail network environment
- Staff and volunteer training experience
- Strong time management and organisational skills and the ability to adapt quickly
- Ability to manage and develop a positive and productive volunteer team
- Exceptional leadership skills with the ability to drive and motivate performance through effective coaching skills
- Excellent customer service skills
- Strong business acumen with excellent communication skills
- Motivated individual who takes the initiative

Desirable knowledge or experience

- Tertiary qualifications in visual design/retail would be favourably considered

Driver's Licence:	Required	Travel:	Required
Working with Children Check:	Required	Assets:	Mobile phone, laptop
Classification Level:	Individual agreement		