

Floating Store Manager Position Description

Reporting to:	Area Manager	Work location:	Melbourne metro
Department:	Supporter Engagement	Budget holder:	No
Team:	Retail	Direct reports:	Volunteers

Here you'll make a difference

At Save the Children Australia, we attract bright and big-hearted people who are inspired to make a difference. Together, we are fearless in our pursuit of making lasting change for the children and communities who need it most.

The purpose of the Retail Store Manager is to support the management of the daily operations of the Save the Children Australia Op Shops in Melbourne. The role works across different store locations within Melbourne to support our volunteer teams and cover periods of leave. The position holds responsibility for financial performance by driving sales to achieve targets and building a co-operate team of volunteers who together form a cohesive and enthusiastic workforce.

The position reports to the Area Manager and works closely with the State Retail Team to achieve and exceed agreed outcomes. Occasional weekend work may be required.

Here your skills will be valued

Role requirements

Sales and customer service

- Ensure store budgets are met by achieving targets.
- Provide and maintain high levels of customer service in line with Save the Children customer service standards.
- Support local and national marketing campaigns and promotional activities.
- Manage customer complaints and feedback.

People Management

- Undertake volunteer induction for all new team members.
- Assist with maintaining volunteer team schedules and the co-ordination of shifts due to absence or leave.
- Provide training, coaching and support to volunteer team members.
- Represent Save the Children in a professional manner in accordance with the Code of Conduct.

Store Operations

- Adhere to and maximise trading hours, while identifying opportunities to extend trade.
- Organise and delegate tasks to volunteer team members to ensure the smooth operations of the store.
- Actively troubleshoot I.T. and network problems quickly and efficiently.
- Maintain a high standard of store presentation as per the VM standards with guidance of the Area Manager.
- Ensure end of day process is completed in full including reconciling banking and reporting discrepancies.

- Regularly communicate stock requirements to the Area Manager to maintain optimal stock levels.
- Process stock accurately as per the stock management guidelines.
- Assist the Retail Team with new store openings as 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
- 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
- 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 Policy](#) & [Code of Conduct](#)
- 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

All roles at Save the Children contribute to our impact for children.

At Save the Children and 54 reasons, every role, whether in our programs or support services, plays a vital part in our impact for children. We are committed to creating a positive impact on the lives of children and their communities, and we value the contributions of every team member in achieving this vision.

Here you'll belong

It takes all types of people to do the challenging work we do. Here are some of the specific skills and experiences you'll bring in this role:

Essential knowledge or experience

- Experience working on a retail customer service environment.
- Experience in managing a team in a retail environment.
- Outstanding organisational skills with strong time management ability.

- Ability to provide a high level of customer service.
- Ability to perform routing manual labour tasks including moving boxes of stock and displays.
- Excellent communication skills both verbal and written.
- Highly developed relationship building and interpersonal skills.

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:** Regular local travel within Melbourne

Working with Children Check: Required **Assets:** Mobile Phone, Laptop