

Floating Retail Store Assistant Position Description

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| Reporting to: | Area Manager | Work location: | Melbourne Metro |
| Department: | Supporter Engagement | Budget holder: | No |
| Team: | Retail | Direct reports: | Nil |

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.

This permanent part-time gig is your chance to channel your inner social butterfly. A role made for impact-driven legends who want their work to matter. You'll keep our beautiful metro op-shops buzzing, not just with epic finds and bargains, but with purpose – every sale fuels programs that change kids' lives for real. Your set hours will be three weekdays and Saturdays. You'll be working in a community store surrounded by other fashion retailers, and just around the corner from some of the best coffee shops in Melbourne- did someone say coffee?

The purpose of the Floating Retail Store Assistant is to support the open rates and daily operations of the Save the Children Australia Op Shops in Melbourne. The role works across different store locations within Melbourne (usually Brunswick, Windsor or Northcote) to support our volunteer teams and cover periods of leave. What success in this role looks like: ensure Volunteers feel valued, customers feel welcome and the store stays open when rosters are low.

The position reports to the Area Manager and works closely with the State Retail Team to achieve and exceed agreed outcomes. Additional hours may be offered from time to time to support team coverage or workload, subject to business needs and mutual agreement.

This is a permanent part time role, requiring approximately 21 hours per week, consisting of **three weekday shifts** and **one Saturday shift**.

Here your skills will be valued

Role requirements

Sales and customer service

- Provide support to volunteer team members.
- 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.
- Report customer complaints and feedback to the Area manager.

Support & Collaboration

- 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.
- 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.
- 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

- Model safe behaviour by following all workplace policies, procedures, work instructions and training
- Work safely at all times and consider the impact of your work practices on your own and others' physical safety and psychological wellbeing.
- Report all incidents, injuries and potential hazards in a timely manner
- Take part in safety activities and improvements, contribute to a culture that supports physical and psychological health.
- Identify, document and manage risks in your programs and work environment, putting controls in place to reduce physical and psychological harm.
- Ensure staff have completed all required training and have up-to-date background and working with children checks
- Promote a culture of strong governance promoting employee health, safety and security and operational risk management
- Show compliance 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

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

At Save the Children, 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.

Being a leader at Save the Children Australia means leading with heart, enabling others, and delivering results. Leaders are expected to uphold, and role model the behaviours outlined in our Leadership Framework.

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 in a retail customer service 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:** Tools of trade