

# NSW Retail Area Manager Position Description

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| <b>Reporting to:</b> | State Retail Manager - NSW | <b>Work location:</b>  | Vineyard                               |
| <b>Department:</b>   | Supporter Engagement       | <b>Budget holder:</b>  | No                                     |
| <b>Team:</b>         | Retail                     | <b>Direct reports:</b> | 2x direct reports<br>Retail 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 Area Manager is accountable for ensuring the delivery of exceptional operational and commercial standards in eight stores across the Sydney region. The role is responsible for a team of paid and voluntary team members, including a Store Manager, Assistant Store Manager and 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 operational and commercial opportunities to increase sales in the area and NSW network.

## Here your skills will be valued

### Role requirements

#### Operational Support

- Effectively manage the P&L within allocated budget in order to affect a profitable performance for the Area, identifying underperforming stores and developing a business plan to address and manage issues effectively.
- Ensure all merchandise is well presented and stock sufficiently to maximise sales.
- Ensure all stores and volunteers adhere to compliance requirements in all areas of operational activity, company 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.

#### 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 they remain well informed.
- 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 training needs.
- Effectively manage the performance and development of volunteers
- Create a positive environment that results in a stable retention and a reduction of volunteer turnover.

#### 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

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.

#### **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, 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**

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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**

- Previous multi-site area/retail management experience
- Exceptional merchandising skills
- Staff and/or volunteer training experience
- Strong time management and organisational skills with the ability to adapt quickly
- 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

### **Additional Information**

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- 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, Vehicle