

Retail Store Manager Position Description

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

Role Purpose

The purpose of the Retail Store Manager role is to manage the daily operations of the Save the Children Australia Margate Op Shop. The position holds responsibility for the financial performance of the store 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.

Key Areas of Accountability

Sales and customer service

- Ensure store budgets are met by achieving targets and maintaining controllable expenses
- Provide and maintain high levels of customer service in line with Save the Children customer service standards
- Develop, drive and support local and national marketing campaigns and promotional activities
- Ensure Save the Children merchandise and information is readily available to customers
- Manager customer complaints and feedback

People management

- Undertake volunteer Induction for all new team members
- Maintain full team schedules and co-ordinate shifts due to absence or leave
- Maintain and promote co-operative working relationships within the team
- Provide training, coaching and support to all volunteer team members
- Work closely with the Volunteer Recruitment and Retention Manager to actively seek to recruit new volunteers
- Maintain compliance with Save the Children recruitment policies and external legislation
- Represent Save the Children in a professional manner in accordance with the Code of Conduct

Store operations

- Adhere to and maximise set trading hours, while identifying opportunities to extend trade
- Organise and delegate tasks to team members to ensure the smooth operation of the store
- Ensure all team members fully understand, utilise and have access to policy and procedures, information and forms
- Maintain a high standard of store presentation as per the VM standards with the guidance of the Area Manager
- Assist the Retail Team with new store openings as required

Stock management

- Follow retail strategy to actively drive stock donations both over the counter and through special events
- Regularly communicate stock requirements to the Area Manager to maintain optimal stock levels

- Process stock accurately as per the stock management guidelines
- Provide feedback on department sales, effectiveness of stock categories and store layout

Financials

- Ensure end of day process is completed in full including reconciling banking and reporting discrepancies
- Maintain cash register float, oversee petty cash spending and reconcile petty cash as required
- Maintain confidentiality of store financial details

Loss Prevention

- Ensure cash is kept safe and secure at all times
- Ensure responsible use of store keys and maintain key register
- Strictly adhere to security procedures at all times

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 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

- Experience working in a retail customer service environment
- Experience in managing a team in a retail environment
- Outstanding organisation skills with strong time management ability
- Ability to present well and provide a high level of customer service
- Ability to perform routine 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: Not Require **Travel:** Occasional local travel

Working with Children Check: Required **Assets:** Nil