

Retail Store Manager

Position Description

Reporting to:	Area Manager	Work location:	Bateau Bay, NSW
Department:	Supporter Engagement	Budget holder:	No
Team:	Retail	Direct reports:	1 paid staff, plus volunteers

Role Purpose

The purpose of the Retail Store Manager role is to manage the daily operations of a Save the Children Australia op shop. This position holds responsibility for the financial performance of the store by driving sales to achieve targets and building a co-operative team of individuals who together form a cohesive and enthusiastic workforce.

This 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 managing 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
- Authorise exchanges, refunds, voids, and team member purchases
- Ensure all sales are processed immediately and accurately through the POS
- Regularly visit competitors to identify promotional opportunities and competitor activity
- Ensure Save the Children merchandise and information is readily available to customers
- Manage customer complaints and feedback

People management

- Undertake Volunteer Induction and Retail Safety & Security Induction for all new team members
- Ensure team members provide an accurate record of start and finished times on sign on sheet
- Maintain full team member roster and co-ordinate shifts due to absences or leave
- Maintain and promote co-operative working relationships within the team
- In conjunction with the Retail team, provide training and support to all team members using the tools provided
- Working closely with the Volunteer Coordinator actively seek to recruit new team members
- Maintain compliance with Save the Children recruitment policies and external legislation
- Maintain a high standard of personal presentation across entire store team
- Provide ongoing feedback to develop and maintain performance of individuals within the team
- Ensure maximum time is spent on the shop floor to maximise sales as well as providing coaching and support to the team
- Attend Store Managers meetings and training as required
- Represent Save the Children in a professional manner in accordance with the Code of Conduct
- Maintain confidentiality and privacy in matters relating to the team, customers, processes, and security
- Hold regular team meetings

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
- Ensure all team members are regularly communicated with and have access to all store communications
- Maintain high standards of store presentation as per the VM standards and with the guidance of the Visual Merchandiser
- Ensure all paperwork is managed in accordance with retail policy and procedures

- 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 Visual Merchandiser to maintain sustainable stock levels
- Process stock accurately and as per the stock management guidelines
- Ensure unsalable stock is processed as per stock management guidelines
- Provide the Retail Team with feedback on department sales, effectiveness of stock categories and store layout

Financials

- Ensure end of day process is completed in full on a daily basis including reconciling banking and reporting discrepancies
- Ensure all money is banked daily
- Maintain the cash register float, oversee petty cash spending, and reconcile petty cash as required
- Maintain confidentiality of store financial details
- Manage controllable expenses

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 when opening/closing store and when transporting banking
- Maintain awareness of internal and external theft and take preventable actions to minimise risk

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

- Experience working in a retail customer service environment

- Experience managing a team in a retail environment (preferred)
- Outstanding organisational 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 or displays
- Excellent communication skills both verbal and written
- Highly developed relationship building and interpersonal skills
- Ability to work under pressure and to tight deadlines

Additional Information

- Any offer of employment at Save the Children Australia will be subject to a satisfactory National Police Record Check and, where required, 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 required	Travel:	Occasional local travel
Working with Children Check:	Required	Assets:	None
Classification Level:	Individual agreement		