

Retail Store Manager - Croydon

Position Description

Reporting to:	Area Manager	Work location:	Croydon SA
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 manage the daily operations of the Save the Children Australia Croydon Op Shop. The position holds responsibility for financial performance by driving sales to achieve targets, for growing the store's community workshop program, and for building a cohesive, enthusiastic and accountable volunteer team. The position reports to the Area Manager and works closely with the State Retail Team to achieve and exceed agreed outcomes. Weekend work is required, along with occasional evening trade and events.

Here your skills will be valued

Role requirements

Sales, income growth and customer service

- Ensure store budgets are met by achieving sales targets, with a particular focus on growing average basket value.
- Identify, propose and trial initiatives that grow store income, including extended and evening trading, in-store events, seasonal campaigns and new merchandise categories.
- Adhere to and maximise set trading hours, actively identifying opportunities to extend trade.
- 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, including local social media and community promotion.
- Ensure Save the Children merchandise and information is readily available to customers.
- Manage customer complaints and feedback.

Community workshop space and community engagement

- Promote, program and grow the Croydon community workshop space as a point of difference for the store.
- Build and maintain relationships with local craft teachers, community groups, schools and neighbouring businesses to keep the workshop calendar full and varied.
- Use the workshop program to drive foot traffic, stock donations and volunteer recruitment, and measure its contribution to store performance.
- Represent Save the Children as a visible, approachable presence in the local community.

People management and team leadership

- Lead an established volunteer team, setting clear expectations about roles, standards, rostered commitments and store direction, and applying those expectations consistently and fairly across the team.
- Address conduct or performance that falls short of Save the Children standards or the Code of Conduct promptly and respectfully, escalating to the Area Manager where required.
- Build a culture in which every volunteer, newly recruited or long serving, is equally welcomed and equally accountable.

- Undertake volunteer inductions for all new team members and support them to settle into the team.
- Maintain full team schedules and co-ordinate shifts due to absence or leave.
- Provide training, coaching and support to all volunteer team members.
- Work closely with the Volunteer Recruitment and Retention Manager to actively recruit new volunteers and broaden the skill mix of the team.
- 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

- 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 visual merchandising standards, with the guidance of the Area Manager.
- Put your own stamp on the store layout, ranging and presentation within Save the Children brand standards.
- 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 the 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.

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 & volunteers maintain required and mandatory training, including background checks, working with children checks and training related to physical and psychosocial safety.
- Promote strong governance and a culture that prioritises both physical and psychological safety, wellbeing and operational risk management.
- Provide clear proactive leadership on safety, security and wellbeing by addressing physical and psychological risks and supporting continuous 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 & volunteers 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.

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

- Demonstrated experience leading a team in a retail environment as a Store Manager, Assistant Store Manager, Team Leader or equivalent.
- A track record of driving sales and meeting or exceeding targets, and the commercial confidence to identify and trial new opportunities to grow store income.
- Confidence and resilience in leading an established team, including setting clear expectations, holding people to agreed standards and having direct conversations respectfully when needed.
- An outgoing, community-facing presence and the ability to build rapport quickly with volunteers, customers, donors and local partners.
- Outstanding organisation skills with strong time management ability.
- Ability to present well and provide a high level of customer service.
- Excellent communication skills, both verbal and written.
- Highly developed relationship building and interpersonal skills.
- Ability to perform routine manual labour tasks including moving boxes of stock and displays.
- Availability to work weekends, with occasional evening trade and community events.

Desirable

- Experience leading, coaching or working alongside volunteers.
- Experience running events, workshops or community programs.
- Visual merchandising experience, and an interest in vintage, pre-loved or secondhand retail.
- Local knowledge of the Croydon and inner-west Adelaide community.

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 required **Travel:** Nil

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