

Retail Store & Depot Manager

Position Description

Reporting to:	NSW State Manager	Work location:	Vineyard, NSW
Department:	Supporter Engagement	Budget holder:	No
Team:	Retail	Direct reports:	1

Here you will 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.

As a key member of the NSW Retail team, the Retail Store & Depot manager plays a pivotal role in overseeing the daily operations of the Save the Children Australia Vineyard Op Shop and Depot. Reporting directly to the Area Manager, this position supports a portfolio of 12 stores across NSW and contributes to the broader success of the state retail network.

This is a hands-on role requiring the ability to drive financial performance through effective in-store merchandising, customer engagement, and sales execution, while also managing the organisation, maintenance, and logistics of the depot. Success in this role demands a commercial mindset, strong leadership capability, and a deep understanding of consumer needs in the fashion retail environment.

Here your skills will be valued

Role requirements

Operational Management

- 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.
- Manage customer complaints and feedback.
- Organise and delegate tasks to volunteer team members to ensure the smooth operations of the store.
- 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.

Stock and Depot Management

- Collaborate with Retail stakeholders, including Area Managers, State Manager and Retail Operations team to ensure the right products are delivered to the right stores, maximising sales and inventory turnover.
- Maintain pricing and sorting standards in line with the National Stock Strategy.
- Ensure saleable donations are maximised and waste reduction strategies are implemented in line with National targets.
- Manage all corporate stock processes, ensuring they follow national guidelines.
- Develop and maintain a depot layout that supports smooth product movement, efficient storage and safety in line with the National guidelines.
- Support Retail initiatives including set up of new stores as needed.

People Management

- 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
- Provide training, coaching and support to volunteer team members.
- Represent Save the Children in a professional manner in accordance with the Code of Conduct

Desirable knowledge or experience

- A strong knowledge of the retail fashion brands landscape
- Certification/s in retail would be favourable considered
- Experience in fashion retail

Health, safety, security and risk management

- Be a role model for safety, security and wellbeing at all times
- Comply with all workplace safety policies, procedures, work instructions and training
- Report all incidents, injuries and potential hazards in a timely manner
- Access reported incidents within 24 hours and monitor incidents through to close out
- Participate in, and lead your team in, 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 workers complete all required training and have up-to-date background and working with children checks
- Lead and promote a culture of strong governance promoting worker safety, security, wellbeing 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 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 will belong

It takes all types of people to do the challenging work we do. Here are some of the specific skills and experiences you will bring in this role:

Essential knowledge or experience

- A solid understanding of retail fundamentals gained through experience in a commercial or not for profit retail environment
- Strong leadership and influencing skills with a successful track record in managing, engaging and developing staff or volunteers
- Ability to drive continuous improvement, refine processes and use data to provide accurate reporting and action insights.
- Strong computer skills
- Strong time management and organisational skills with the ability to adapt quickly
- A team player who relishes a hands-on approach
- Demonstrated ability to motivate and inspire whilst working under pressure

- Ability to take an agile and flexible approach, to adapt to a quickly changing environment

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: Desired **Travel:** Not Required

Working with Children Check: Required **Assets:** Mobile Phone