

# Retail Store & Depot Manager

## Position Description

<b>Reporting to:</b>	Area Manager	<b>Work location:</b>	Brendale, QLD
<b>Department:</b>	Supporter Engagement	<b>Budget holder:</b>	No
<b>Team:</b>	Retail	<b>Direct reports:</b>	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 Queensland Retail team, the Retail Store & Depot manager plays a pivotal role in overseeing the daily operations of the Save the Children Australia Brendale Op Shop and Depot. Reporting directly to the Area Manager, this position supports a portfolio of 12 stores across South East Queensland 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**

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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 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**

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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:** Not Required

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