

# Retail Store Manager Position Description

<b>Reporting to:</b>	State Manager	<b>Work location:</b>	Prospect SA
<b>Department:</b>	Supporter Engagement	<b>Budget holder:</b>	No
<b>Team:</b>	Retail	<b>Direct reports:</b>	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 support the management of the daily operations of the Save the Children Australia Prospect Op Shop. The position holds responsibility for financial performance 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 State Manager and works closely with the State Retail Team to achieve and exceed agreed outcomes. Weekend work is required.

## Here your skills will be valued

### Role requirements

#### Sales and customer service

- 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.
- 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 Inductions 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

#### **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 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

#### **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'll 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'll bring in this role:

#### **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**

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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:** Not required    **Travel:** Nil

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