

State Retail Manager Position Description

Reporting to:	Director of Retail	Work location:	Margate, QLD
Department:	Supporter Engagement	Budget holder:	Yes
Team:	Retail	Direct reports:	3

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 QLD State Manager has the responsibility for the financial performance and operational management of the state network of retail op shops. This is a 'hands on' role, requiring the incumbent to have an intimate understanding of the network and deliver value through improvements in core retail drivers and financial growth. The role requires significant time both in store and on the road driving business development.

Operationally, you will coordinate state retail activities by ensuring that stores have sufficient support, whilst implementing national and local strategies to achieve financial targets. You will lead a team of 3 direct reports and will indirectly manager a team of 300 volunteers, building a dynamic culture of collaboration and cohesion.

Here your skills will be valued

Role requirements

Retail Operations

- Ensure consistency across the state network for core retail operational elements (including branding, store operations, merchandising, volunteer management and inventory management) through the implementation of National guidelines and strategies
- Facilitate the implementation of the National Retail Strategy
- In conjunction with the Director of Retail, identify new store sites as required
- Develop a customer centric culture across the network
- Actively contribute as the state subject matter expert in the delivery of Retail projects and initiatives.
- Collaborate with key stakeholders to drive continuous process improvement and capitalise on merchandise opportunities, including supporting sales data analysis, adjusting stock levels to meet demand, implementing effective merchandising strategies and actively participating in feedback forums.

Financial Performance & Reporting

- Manage the financial performance of the state retail network to agreed targets
- Prepare state retail budgets (and forecasts) In line with national retail income growth and cost projections
- Identify areas to reduce the cost of doing business across the network along with income growth opportunities

People Management

- Implement the national retail volunteer strategy & program
- Oversee retail volunteer recruitment to ensure adequate coverage of stores
- Retail volunteers through ongoing support, training and communication
- Lead and support direct reports to achieve KPIs

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
- Participate in, and contribute to, health and safety awareness and improvements
- Assess reported incidents within 24 hours and monitor incidents through to close out
- 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'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

- Solid retail experience with financial and operational responsibility and accountability for a defined retail store network
- Demonstrated experience of driving material improvement in income growth and operational efficiency
- Well developed retail management skills across all aspects including but not limited to retail operations, category management, merchandising and marketing
- A solid understanding of retail fundamentals & practices gained through working in a commercial or not-for-profit retail environment
- Exceptional customer service focus with a strong motivation to improve customer experience
- Excellent leadership and influencing skills, with a successful track record of managing, engaging and developing staff
- Well developed written, interpersonal and verbal communication skills
- Strong time management and organisational skills
- Ability to work under pressure and to tight deadlines
- Current Driver's License

Desirable knowledge or experience

- Tertiary qualifications in Retail Management or Business would be favourably viewed

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: Required **Travel:** Required

Working with Children Check: Required **Assets:** Car, Laptop, Mobile Phone