

National Retail Volunteer Manager

Position Description

Reporting to:	Director of Retail	Work location:	Brisbane, Melbourne, Adelaide, Sydney or Perth
Department:	Supporter Engagement	Budget holder:	No
Team:	Retail	Direct reports:	0

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 National Volunteer Manager leads Save the Children Australia's volunteer experience across our national op shop network, setting a unified approach to recruitment, engagement, and retention. They are accountable for national strategy, capability development, compliance oversight, and driving innovative improvements that strengthen the volunteer experience and support the retail network's success.

The role will enable a team of State Volunteer Managers to meet recruitment targets and deliver a high-quality volunteer journey. In addition, the National Volunteer Manager works in close partnership with State Retail Teams to support volunteer retention, engagement, and overall experience - ensuring alignment between national strategy and local delivery. The role requires deep expertise in volunteering best practice, strong stakeholder engagement, and the ability to develop frameworks and processes that drive improvement, cohesion, and quality nationally.

Here your skills will be valued

Role requirements

Strategic Leadership

- Develop and implement a unified national volunteer strategy aligned to retail needs and organisational goals.
- Provide senior leadership and oversight to ensure volunteering recruitment, compliance, and capability targets are achieved.
- Direct national recruitment activity to maximise impact across priority stores and regions.
- Champion innovative and inclusive recruitment approaches tailored to diverse demographics and retail formats.
- Establish consistent role design and capability frameworks to support volunteer effectiveness and experience.
- Build strong internal and external partnerships to expand recruitment reach and position Save the Children as a volunteer destination of choice.
- Provide national oversight of volunteering best practice and policy development to ensure frameworks remain contemporary and evidence-informed.
- Lead system-level influence and strategic projects that strengthen national consistency and drive continuous improvement across the volunteering ecosystem.

Volunteer Experience

- Partner with State Retail Teams to support delivery of a consistent and fulfilling volunteer experience, including onboarding, training, engagement, and recognition.
- Design and implement national recognition programs and communication strategies that foster long-term connection and appreciation.
- Support State Retail Teams in achieving recruitment, retention, and store open rate targets through strategic guidance and operational tools.

- Monitor recruitment conversion rates, retention metrics, and store coverage to ensure the volunteer workforce supports retail performance.
- Use data insights and reporting to refine recruitment and retention strategies.

Governance

- Provide national compliance oversight, including National Police Checks, volunteer induction and mandatory training.
- Embed consistent compliance practices nationally to ensure a safe and trusted volunteer environment.

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 volunteer health, safety and security and operational risk management
- Show leadership towards health and safety awareness and improvements

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 behaviours outlined in our Leadership Framework.

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

- Experience managing or supporting teams, ideally within people-focused environments such as retail, community services, or HR

- Ability to coordinate programs or initiatives that involve recruitment, onboarding, or engagement of staff or volunteers
- Strong interpersonal and communication skills, with the ability to build relationships and collaborate across teams
- Familiarity with basic compliance processes, training coordination, or workforce tracking
- Comfortable working with systems, tools, or processes that support team performance and consistency
- Demonstrated ability to contribute to planning and continuous improvement activities
- Proven ability to build networks and partnerships to support recruitment and engagement outcomes

Desirable knowledge or experience

- Experience in volunteer management or community engagement
- Background in retail, social enterprise, or purpose-driven organisations
- Knowledge of volunteering best practice, policy, and innovation
- Exposure to digital systems for onboarding, training, or workforce tracking
- Experience supporting national programs with local delivery models
- Understanding of safeguarding and mandatory training requirements in a people-facing 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: Not Required **Travel:** Negligible

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