

POSITION DESCRIPTION – TEAM LEADER

Position Title	Volunteer Store Supervisor	Department	Commercial Operations - Retail
Location	Retail Stores Various <i>Flexibility to work across multiple stores as required.</i>	Direct/Indirect Reports	Team Members (in absence of Store Manager)
Reports to	Store Manager (Area Manager in absence of Store Manager)	Date Revised	20/3/2012
Budget	Available in store		

■ Position Level Descriptor

An individual at the Team Leader level is a front line Manager or Supervisor who has a team of people reporting to them. The team generally has a single disciplinary focus. An individual at the Team Leader level typically reports to a Manager

■ Position Summary

The purpose of the Store Supervisor role is to support the Store Manager and to act in the Store Manager's role in their absence. In conjunction with the Store Manager, the Store Supervisor is responsible for driving sales to achieve targets and maintain a co-operative workforce team.

■ Position Responsibilities

Key Responsibilities

Sales and Customer Service

- Ensure store budgets are met by achieving set revenue targets and managing controllable expenses.
- Provide and maintain high levels of customer service in line with Australian Red Cross customer service standards.
- In conjunction with Store Manager, develop, drive and support local and national marketing campaigns and promotional activity within the store e.g. VIP events
- Authorise exchanges, voids, credits and refunds.
- Ensure that all sales are processed through the POS / cash register accurately.
- Visit competitors to identify sales opportunities and report to Store Manager.
- Ensure Australian Red Cross service information is readily available to customers and teams.
- Manage customer complaints and provide a solution where possible.

People Management

- Maintain and communicate the team member roster and co-ordinate shifts due to absence or leave.
- Maintain and promote co-operative working relationships within the team.
- Provide adequate training and support to all team members using the tools provided.
- Actively seek new recruits through strategic recruitment activities.
- Maintain compliance with Australian Red Cross recruitment policies and external legislation.
- Maintain a high standard of personal presentation across the store team.
- Ensure maximum time is spent on the store floor providing support to the team.
- Attend Retail Department and Red Cross meetings as required.
- Represent Australian Red Cross in a professional manner in accordance with Code of Conduct.
- Maintain confidentiality and privacy in matters relating to the team, customers, procedures and security.
- Ensure all team members sign the sign in/sign out book at the start and end of each shift.

Store Operations

- Adhere to set trading hours and follow the opening and closing checklist.
- 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 & procedures, newsletters & forms.
- Ensure all team members are regularly communicated to and have access to all communications.
- Ensure all mail is actioned on a daily basis.
- Maintain a high standard of Visual Merchandising [VM] throughout the store as per the VM standards.
- Ensure all paperwork is managed in line with retail policy and procedures.
- Ensure the store and back room are ready in preparation for next day's trade.

Stock Management

- Actively drive stock donations e.g. over the counter, events etc.
- Regularly communicate stock requirements to the Store Manager to maintain sustainable stock levels.
- Process stock accurately and as per the stock management procedures prior to placing on the shop floor for sale e.g. pricing and ticketing.
- Ensure unsaleable stock is processed as per stock management procedures.
- Maintain the movement of stock in and out of the store using the Stock Removal Register.

Financials

- Ensure all money is banked daily and accurately.
- Maintain cash register float.
- Ensure paperwork is completed accurately and submitted to National Finance.
- Maintain the confidentiality of store financial details.
- Ensure petty cash is maintained and used for store purposes only.
- Manage controllable store expenses.

Loss Prevention

- Ensure cash is kept safe and secure at all times.
- Co-ordinate and execute stocktakes.
- Ensure responsible use of store keys and maintain the Store Keys Register.
- Strictly adhere to security procedures when opening / closing the store and banking.
- Maintain an awareness of internal and external theft and take preventative actions to minimise this.
- Authorise team member purchases as per the discount policy.

Workplace Health & Safety [WHS]

- Promote a proactive approach to the management of WHS issues and ensure implementation of the Red Cross WHS plan/strategy.
- Identify hazards, assess risk and report incidents as required.
- Ensure compliance with safety guidelines as set out by Australian Red Cross including but not limited to the wearing of personal protective equipment and the correct use of equipment e.g. ladders, trolleys as provided by Australian Red Cross.

■ Position Selection Criteria

Technical Competencies

- High level of organisational and problem solving skills.
- High attention to detail.
- Excellent written and verbal communication skills.
- Sound presentation and visual merchandising skills.
- Ability to maintain an awareness of current fashion trends and brands.
- Ability to coach, manage and lead a team to achieve results.
- Ability to stimulate and support learning in a retail environment.
- Proven reliability and punctuality.
- A positive, can-do attitude.
- Demonstrates initiative.

Qualifications/Licenses

- This position is subjected to a satisfactory National Criminal History Check and Reference Check.

Behavioural Capabilities

- **MODEL | Value Diversity | Promotes respect for diversity and human dignity**
Demonstrates sensitivity to diversity | Appreciates diversity and is open to the perspective of others | Values, builds and develops diverse teams
- **THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**
Gathers information from key sources to fully understand the situation | Probes for further information to clarify vague or confusing issues | Differentiates key elements from the irrelevant or trivial | Makes prompt and clear decisions based on comprehensive research | Makes decisions without having to refer to others
- **ACHIEVE | Drive Results | Takes responsibility for achieving results and maintains effective work behaviours under pressure**
Takes accountability for delivering high quality results | Stands by own decisions and takes responsibility for them | Sees tasks and projects through to completion | Maintains consistent high levels of effort throughout the working day | Accepts and tackles demanding goals
- **LEAD | Coach and Develop | Provides coaching and development opportunities to build capacity**
Makes objective assessments of team and individual strengths and development needs | Provides resources to support learning and development | Puts aside appropriate time to coach others | Encourages staff to pursue development opportunities for development | Takes personal responsibility to develop and maintain up-to-date job knowledge
- **COLLABORATE | Engage and Influence others | Demonstrates appropriate engaging and influencing skills aligned with Red Cross objectives**
Seeks out relationships that are mutually beneficial | Participates in a range of community and professional groups | Establishes and maintains good working relationship with internal and external stakeholders | Utilises a 'win-win' approach to presenting a case

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters