

POSITION DESCRIPTION – TEAM LEADER

Position Title	Merchandise Sorting Team Leader	Department	Retail
Location	Derrimut Distribution Centre, (DC) VIC	Direct/Indirect Reports	Volunteer Sorters Paid Sorters
Reports to	Merchandise Production and Allocation Manager	Date Revised	18.10.21
Industrial Instrument	Storage Services and Wholesale Award		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0048859

• Position Summary

Reporting to the Merchandise Production and Allocation Manager, this role is responsible for overseeing sorting and grading donated and purchased merchandise in the national Distribution Centre to ensure a consistent supply of quality merchandise to meet all sales channels. The role is also responsible for leading and recruiting a team of paid staff and volunteers.

• Position Responsibilities

Key Responsibilities

Sort and grade donated and purchased merchandise according to standards for all sales channels as determined by the Merchandise Production and Allocation Manager and Manager, Merchandise and Distribution Centres.

- Work to volume and category targets set by the Merchandise Production and Allocation Manager
- Provide a weekly update on production with explanation on variances
- Embed a culture of efficiency and process improvement within the merchandise sorting team and regularly communicate improvement ideas to the Merchandise Production and Allocation Manager.
- Promptly address any stock quality issues
- Continually review the quality of potential donations and provide recommendations
- Provide regular quality control reports for the Merchandise Production and Allocation Manager and other key stakeholders
- Foster a people culture by displaying leadership skills in coaching, mentoring, developing, recognizing and rewarding direct reports to achieve targets
- Ensure direct reports meet individual and team KPI's set by the Merchandise Production and Allocation Manager
- Utilize the Red Cross Performance Review & Development system to ensure team members meet the standard requirements of their roles.
- Build a strong and effective volunteer culture and work closely with the Volunteer Hub to fulfil volunteer requirements.

- Closely manage a resource roster to ensure it's adequate to fulfil production targets.
- Regularly communicate recruitment needs to the Merchandise Production and Allocation Manager (including any casual staff requirements at peak times), to ensure the sorting team is always resourced according to workload requirements
- Ensure the Merchandise Production and Allocation Manager is kept informed of staff and volunteer training requirements
- Conduct regular store visits with a member of the retail operations or merchandise team, to review and maintain an understanding of quality requirements, customer needs, sales trends, product mix, price points; communicate findings to Merchandise Production and Allocation Manager.
- Instil a focus on loss prevention, ensuring effective security measures are established and monitored.
- Undertake administrative tasks as required
- Promote a proactive approach to the management of WHS issues and ensure implementation of the Red Cross WHS plan/strategy
- Ensure all team are up to date with e-learning and organisational compliance updates

Position Selection Criteria

Technical Competencies

- Proven experience in managing staff (experience managing volunteers highly desired)
- Knowledge of Australian fashion industry & brands, understanding of fashion trends, and experience in fashion retail
- Excellent interpersonal and communication skills with ability to build and maintain relationships at all levels
- Proven human resource management skills, including the ability to influence and manage through strong leadership skills, coaching, training and development
- Highly developed organisational and time management skills, with the ability to work under pressure and to deadlines
- Ability to understand and relate to customer needs

Qualifications/Licenses

- A Working with Children check is a mandatory requirement for this role

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to coach and support teams to achieve the results committed to. Accepts responsibility for ensuring team goals are achieved. Ability to manage changing circumstances and potential challenges.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Ability to manage cultural and individual differences effectively and appropriately to guide the work and behaviours of teams.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated commitment to supporting and developing volunteers. Understanding of the benefits of voluntary service and ensure meaningful roles for volunteers as well as providing value to clients, communities and the organisation.
- **Organisational effectiveness | Innovating and improving** | Demonstrated capability to lead continuous improvement activities and encourage team members to identify ineffective processes and contribute to new ideas and ways of working.

- **Organisational effectiveness | Managing risk** | Demonstrated ability to manage resources without compromising service quality. Ensuring the team understands the relevant policies and procedures to achieve goals and manage risk appropriately.

□ **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 Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- 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