



## Our vision

Trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.

## Our purpose

Bringing people and communities together in times of need and building on community strengths.

We do this by mobilising the power of humanity.

## Our Fundamental Principles

Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, Universality

## Our Values

**We are part of a movement.**



### **We Respect**

As humanitarians, we put people first, listening to, understanding and respecting each other.



### **We aspire**

We are curious, optimistic and we learn, because we want to do and be better.



### **We collaborate**

We achieve our best by bringing people together on shared goals.



### **We stand up**

We face challenges and opportunities with courage and compassion.



### **We deliver**

We take ownership of delivering on our goals and make genuine impact.



<https://www.redcross.org.au/>

At Australian Red Cross we:

- Adhere to the 7 fundamental principles of Red Cross
- Act at all times in accordance with Australian Red Cross Ethical Framework and Child Protection Code of Conduct and applicable policies
- Are committed to protecting the rights of all people, particularly those who may be experiencing vulnerability. We want the people we work with to feel safe, be safe and free from abuse of any kind. We are a child safe organisation. We have zero tolerance for child abuse. We value, respect, and listen to children and are committed to supporting child safety and wellbeing in our work
- Demonstrate skill, knowledge, and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Are committed to building a culture informed and characterised by the principles of diversity, equity, inclusion, and belonging. Australian Red Cross people are supported to understand and embed these principles into their leadership of self, others, teams, and workflow

## Position Description

Position Title	<b>Shop Manager</b>	Department	Retail
Location	Various	Direct/Indirect Reports	Paid Staff /Volunteers
Reports to	Retail Area Manager / GM Store Operations	Date Revised	July 2022
Industrial Award	General Retail Industry		
Award Level	6	Red Cross Job Grade	3
Job Level	Team Leader	Job Evaluation No:	HRC0071913
Special Measures			

### Position Summary

The purpose of the Shop Manager role is to manage the strategic and operational aspects of an Australian Red Cross retail shop. Supported by the Area Manager, the Shop Manager is responsible for driving sales to achieve targets through clear direction and an engaged workforce, ensuring a positive customer experience and engaging with the local community.

### Position Duties

#### Key responsibilities/accountabilities

##### Sales and Financial Accountability

- Ensure shop revenue and net contribution are achieved through revenue growth and managing controllable expenses
- Analyse sales reports on a weekly basis, identify trends and areas for improvement
- Develop business strategies to increase customers numbers and optimise sales profitability
- Ensure high levels of customer satisfaction through excellent service, lead the store team from the shop floor (70% time spent on the shop floor at peak trading times)
- Meet sales goals by training, motivating, mentoring and providing feedback to store staff/volunteers
- Provide and maintain high levels of customer service in-line with Red Cross customer service standards
- Develop marketing & communication strategies to positively promote the shop in the local community
- Manage customer complaints and provide a positive solution, including approving exchanges and refunds if required

### **People Management**

- Lead, maintain and actively work to ensure co-operative and inclusive working relationships within the workforce team through ongoing coaching, communication and early intervention on people related issues
- Ensure staff / volunteers comply with retail operation Policies and Procedures Manual, including WHS
- Ensure shop is appropriately resourced to deliver an excellent customer service and that general retail duties/tasks such as sorting, pricing, visual merchandising are completed as assigned.
- Plan, maintain and communicate the team member roster and any subsequent changes
- Actively seek new volunteers through recruitment activities
- Provide feedback both ongoing and via formal performance reviews to develop and maintain performance of teams and individuals
- Hold monthly team meetings and provide regular communication to keep everyone updated
- Promote who we are and how Red Cross helps and acts as an ambassador within the community

### **Shop Operations**

- Complete store administration tasks/duties and ensure compliance with policies and procedures
- Ensure full staff coverage for Shop opening hours
- Ensure support and training, including retail induction program, is provided to workforce members for both personal development and operational efficiency
- Ensure cash is banked daily and accurately
- Adhere to and maximise set trading hours utilising the opening and closing checklist
- Organise and delegate tasks to team members to ensure the smooth operation of the shop
- Process stock accurately and as per the stock management procedures prior to placing on the shop floor for sale e.g., pricing, ticketing and quality
- Ensures stock levels on the shop floor are greater than 85% and shortages are communicated to Area Manager and/or obtained through local donations drive.
- Maintain outstanding store condition and visual merchandising standards
- Ensure regular communication with team members occurs ensuring access to policy and procedures, newsletters and forms. Seek workforce members contributions to the Retail newsletter
- Ensure Red Cross programs information is readily available to customers and teams

### **Compliance**

- Ensure all staff and volunteers comply with Stock Management, Visual Merchandising, Loss Prevention, Finance, Sales and Customer Service, Shop Operations and People Management obligations as contained in the Retail Policies and Procedures Manual
- Maintain confidentiality and privacy in matters relating to the team, customers, procedures and security in line with the Red Cross Privacy Policy and obligations
- Ensure effective management and resolution of client, employee, volunteer and management issues, grievances and complaints in-line with Red Cross Policy and legislative obligations
- Ensure all compulsory e-learning is completed as per organisational requirement and timeframe

### **Key relationships**

- Area Manager
- Other Red Cross Shop Managers



- Shop Team
- Red Cross Customers

## Person Requirements

### Key Behavioural and Technical Capabilities

- Strong sales and customer service acumen with the ability to train and mentor these skills
- Demonstrated capability in developing teams to recognise, respect and value diverse skills and perspectives to achieve common goals
- Sound presentation and visual merchandising skills
- Ability to maintain an awareness of current fashion trends and brands
- Proven reliability and punctuality
- A positive, can-do attitude
- High level of initiative and solution focussed.

### Experience

- Demonstrated experience in successfully managing a retail shop (preferably fashion and/or recycled goods related)
- Demonstrated experience in delivering revenue and net profit objectives through managing others
- Staff and/or Volunteer management
- Performance management

## Wellbeing, Health and Safety

It is our vision to be harm free and committed to providing and maintaining a safe and healthy environment for volunteers, members, staff, contractors, clients, customers, and others who may be involved in our work. Our Wellbeing Health and Safety direction is aimed at building a 'safety mindset' into our daily work, assessing and reducing risk, reporting hazards and incidents, and providing Red Cross people with a positive, healthy workplace.

- Identify and understand the current and future risks involved in undertaking your role and service delivery activities, then competently manage those risks so that everyone is safe
- Comply with the Work Health and Safety management system

## Key Job Requirements

### Licenses/compliance screening

Screening is required prior to commencement. Renewals may also be required during your employment in order to comply with specific contractual or legislative requirements.

A clearance to work with children	No
Driver's License	Yes



A clearance to work with vulnerable adults	No
Police check	Yes - every 5 years
National Disability Insurance Scheme (NDIS) check	No
Influenza Vaccination	No