

POSITION DESCRIPTION – TEAM LEADER

Position Title	Shop Manager	Department	Engagement and Support
Location	Retail Shops Various Flexibility to work across multiple Shops as required.	Direct/Indirect Reports	Up to 5 plus Volunteers
Reports to	Area Manager (Regional Operations Manager in the absence of Area Manager)	Date Revised	Dec 2020
Industrial Instrument	WA Enterprise Agreement		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0027959

■ Sub-Delegation

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

■ 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 Responsibilities

Key Responsibilities

Sales and Customer Service

- Provide and maintain high levels of customer service in line with Australian Red Cross customer service standards
- Ensure shop revenue & profit targets are achieved through revenue growth and managing controllable expenses
- Pro-actively and in conjunction with the Area Manager, develop, drive and support local and national marketing campaigns and promotional activity within the shop e.g. VIP events to drive both sales and donation activity
- Regularly visit local competitors to identify sales opportunities/Price points and provide feedback to Area Manager

- Ensure Australian Red Cross service information is readily available to customers and teams
- Promote who and how Red Cross helps and act as an ambassador within the community
- Manage customer complaints and provide a solution, including approving exchanges and refunds if required

People Management

- Lead, maintain and actively work to ensure co-operative working relationships within the workforce team through ongoing coaching, communication and early intervention on people related issues
- Ensure full staff coverage for shop opening hours. Maintain and communicate the team member roster and any subsequent changes
- Ensure support and training, including the retail induction program, is provided to workforce members for both personal development and operational efficiency
- Liaise with Area manager & VLO for recruitment, retention & recognition strategies
- 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 regular team meetings with a minimum of every 2 months

Shop Operations

- 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
- Ensure all team members are regularly communicated with via access to policy & procedures, newsletters & forms. Seek workforce members contributions to the Retail newsletter
- Maintain high standards of Visual Merchandising [VM] throughout the shop as per the VM Standards
- Provide support to the retail team through assisting at new shop openings as required
- Follow a strategic plan to actively drive stock donations e.g. over the counter, events etc
- Where possible, develop relationships with local businesses to source donations
- Regularly communicate stock requirements to the Area 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 a safe and healthy work environment for all staff and customers
- Ensure all money is banked daily and accurately
- Manage controllable shop expenses

Compliance

- Ensure they and all their staff and volunteers comply with the Stock Management, Visual Merchandising, Loss Prevention, Finance, Sales and Customer Service, shop Operations and People Management obligations as contained in the Retail Policies & Procedures Manual
- Ensure effective management and resolution of client, employee, volunteer and management issues, grievances and complaints in line with Red Cross Policy and legislative obligations
- Promote a proactive approach to the management of WHS issues and ensure implementation of the Red Cross WHS plan/strategy and Policies and Procedures and with support of retail Property manager, ensure plans for corrective actions are followed through on
- Ensure all, direct and indirect reports are aware of, trained and comply with the Red Cross Child Protection Policy
- Maintain confidentiality and privacy in matters relating to the team, customers, procedures and security in line with the Red Cross Privacy Policy and obligations

■ Position Selection Criteria

Technical Competencies

- High level of organisational and problem solving skills
- High attention to detail
- High customer service orientation and superior interpersonal skills
- 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 empower a team to achieve results
- Ability to stimulate and support learning in a retail environment
- Proven reliability and punctuality with a positive can do attitude

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Team effectiveness | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.
- **Organisational effectiveness | Thinking strategically** | Demonstrated understanding of how an individual's role and work contributes to achieving organisational goals. Ability to think ahead and plan accordingly.
- **Organisational effectiveness | Innovating and improving** | Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.

■ 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.