



POSITION DESCRIPTION

POSITION TITLE	Retail Development Manager
DIVISION	Finance and Business Enablement
DEPARTMENT	Social Enterprises
REPORTS TO	Head of Social Enterprises

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence (BSL) is for an Australia free of poverty. We pursue lasting change for a fairer and more compassionate Australia.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, business, and other organisations to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment, to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our programs that support digital literacy, energy efficiency and financial wellbeing. We research the causes and effects of poverty and connect policy, practice and research to advocate national, state and local policy solutions for people experiencing disadvantage.

BSL is committed to child, young people and vulnerable adult safety. We want all vulnerable people to be safe, happy and empowered. We support and respect all children and vulnerable adults, as well as our staff and volunteers. We are committed to the safety, participation, and empowerment of all our program participants. All successful candidates will undergo a robust screening process prior to employment. We provide our staff and volunteers with ongoing supervision, support and training in their work with vulnerable people.

DIVISION AND DEPARTMENT PURPOSE

Social Enterprises supports the development of programs and services that will help to eliminate poverty in Australia. It does this by generating independent funding, and by serving as a supporting business-focussed resource for the BSL.

POSITION PURPOSE

The position will establish, implement and monitor retail standards and process improvements, and support Area and Store Managers to maximise customer satisfaction, sales and donations. Through subject matter expert advice, the role will also support the Head of Social Enterprises in the implementation of retail projects, as required, including store relocations and openings.

KEY RESPONSIBILITIES AND DUTIES

Staff leadership and accountability

- Introduce best-practice approaches to support development of a high-quality and high-performance retail team
- Foster active collaboration within teams, and across teams, to achieve common goals.
- Maintain a climate that attracts, retains and motivates top quality staff and volunteers.
- Ensure strong KPIs and performance metrics are in place for Area Managers, Store Managers and retail staff in the performance of their duties.
- Provide coaching and support to all direct reports in the performance of their duties, monitoring and providing appropriate feedback in accordance with BSL's policies and procedures.

Retail operations

- Serve as the lead for all elements of retail process improvement, including the sales process, ideal store resource requirements and store management standards
- Research and develop retail operational standards for op shops including visual merchandising
- Support Area and Store Managers to implement retail standards ensuring a mechanism for monitoring the success of both implementation and the standards
- Provide scope to marketing team for requirements of individual and collective stores which may require marketing assistance
- Work closely with Area Managers to identify opportunities and develop improvement plans to improve customer satisfaction and sales
- Support Area Managers by identifying and implementing training initiatives and programs
- Review and utilise sales data to support recommendations on changes to store layouts
- Provide Subject Matter Expert information for new stores and retail initiatives, including store design by category
- Provide budgetary input for retail business
- Achieve all relevant KPIs for area of responsibility
- Pro-actively research, analyze and recommend innovations in retail management

Governance

- Establish/and or ensure adherence to BSL policies, procedures and systems within store operations
- Effectively manage the expenditure budget for retail stores
- Ensure application of required processes and protocols to retail activities to ensure legal and compliance obligations are met.
- Ensure application of BSL's Brand Style Manual across all store communications and collateral.
- Demonstrate a commitment to the BSL's quality framework and culture by participating in and promoting quality actions through continual improvement activities.
- Take responsibility for managing risk, safety, health and compliance in own area of responsibility and ensure steps are taken to prevent unsafe work practices in accordance with BSL policies and procedures.
- Model the BSL values and adhere to the Code of Ethical Behaviour in everyday work practices

Multi-Skilling

- The incumbent may be directed to carry out such duties as are within the level of the position and scope of the incumbent's competence and training as directed by the manager.
- This position will require direct/indirect contact with children and/or vulnerable individuals Delete as required
- Other duties as required

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur, and it may be amended from time to time as organisational needs change. Changes to the position description will be consistent with the purpose for which the position was established.

SCOPE OF RESPONSIBILITY

Direct Reports	3
Budget Responsibility	Approx \$8 million per annum

ORGANISATIONAL RELATIONSHIPS

Internal Stakeholders	Area Managers, Store Managers and their staff, Marketing Department, Support Service Departments (IT, Facilities, HR and Finance)
External Stakeholders	BSL partner organizations, customers, donors and suppliers, government agencies, community groups all project stakeholders

KEY SELECTION CRITERIA

Essential

- Highly developed leadership skills, and experience effectively leading and managing a team with an empowering and inclusive style.
- The ability to develop and maintain effective workplace relationships through an approachable, collaborative style, and the ability to manage and work in a multi-disciplinary cross functional team with a passion for continuous improvement.
- Proven interpersonal and communication skills, with the ability to build effective relationships and liaise across all levels both internally, externally and with people from diverse backgrounds.
- Ability to write business proposals, business plans and project plans.
- Demonstrated success delivering to relevant KPIs
- Sound financial management experience and the ability to analyse and manage budgets.
- Ability to work independently and effectively within a team to achieve outcomes.
- Takes ownership and responsibility for decisions
- Demonstrated ability to identify and resolve problems and make appropriate recommendations
- Well-developed organisational and time management skills with the ability to manage multiple projects, plan workload, prioritise and meet deadlines.
- Expertise and competency in Microsoft Office Programs including Word, Excel and Outlook

- A commitment to maintaining and supporting child safety, equity, inclusion and cultural safety. You will be required to abide by the Child & Adult Safeguarding Policy and the Code of Conduct as well as all related child safe policies and procedures
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence

Desirable

- Demonstrated experience and understanding of effective retail strategies and management
- Relevant experience and knowledge of all aspects of Retail including visual merchandising

MANDATORY EMPLOYMENT CRITERIA

- Current Victorian driver's licence.
- Specific work requirements include work-based travel, weekend work and attendance at a variety of different work locations
- Proof of eligibility to work in Australia is required
- A satisfactory Police Check is required. BSL will facilitate this process
- A Working with Children Check is required for this position. BSL will facilitate this process.

BSL values diversity and inclusion with regards to its staff and the communities we serve. We encourage you to submit your application for this role regardless of whether you meet all the key selection criteria. We encourage individuals from all backgrounds to apply.