

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Retail Assistant (Fitzroy HG)
<b>DIVISION</b>	Marketing and Engagement
<b>DEPARTMENT</b>	Social Enterprises
<b>REPORTS TO</b>	Store Manager

### ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence is for an Australia free of poverty.

Established during the Great Depression by Anglican activist Father Gerard Tucker, the contemporary Brotherhood of St Laurence pursues systemic change for a fairer and more compassionate Australia where all people have a sense of belonging.

Our organisation employs over 1,400 staff and is supported by 1,200 volunteers. We partner with governments, business and other community organisations to address poverty in communities across the nation. Our staff are committed to providing our clients with a quality experience that is Safe, Effective, Connected and Personal, these are our Quality Goals of service.

Our work in the community is varied: ranging from early learning, employment preparation, social enterprises, aged care, programs for families, older people, refugees and asylum seekers as well as digital literacy programs. We research the causes and effects of poverty and advocate national, state and local policy solutions for people experiencing disadvantage.

We have also established initiatives to tackle the challenge of climate change and environmental sustainability present for disadvantaged people.

The Brotherhood's Strategic Plan for 2019-2023 outlines five strategic outcomes:

These are:

- Inclusive services and communities for everyone
- Thriving and resilient children and young people
- Economic security for all
- A trusted voice nationally on poverty and disadvantage
- An inclusive, effective, efficient and agile organisation

### DEPARTMENT PURPOSE

As part of the Marketing and Engagement Division, 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 Brotherhood.

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The Brotherhood's Retail business comprises more than 20 Community Stores and online bookstore. They are a great place to purchase recycled low-cost goods. The stores help us reach out to local

communities, offering clothing, furniture, white goods and other household essentials at low prices. The stores are based throughout Melbourne, Geelong and on the Mornington Peninsula.

## **POSITION PURPOSE**

The Retail Store Assistant is responsible for undertaking general shop duties under direction of Area and Store Manager, liaise with volunteer workers and assist in the running of the store.

## **KEY RESPONSIBILITIES**

### **Teamwork and Accountability**

- Work collaboratively within teams to achieve common goals;
- Demonstrate a commitment to the Brotherhood's quality framework and culture by participating in and promoting quality actions through continual improvement activities;
- In collaboration with the Store Manager, set goals and objectives to ensure outcomes are met;
- Model the Brotherhood values and adhere to the Code of Ethical Behaviour in everyday work practices;
- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with Brotherhood policies and procedures.

### **Retail Activities**

- Ensure high quality reputation through providing high level courteous and professional customer service, sales and merchandising;
- Ensure client requests are met in a professional and timely manner;
- Ensure the store and back of house areas are clean and tidy at all times;
- Ensure donations are sorted according to the Social Enterprise retail standards;
- Assist with the display, sale and stock control of product including furniture, whitegoods and clothing;
- Use initiative to solve problems and report any issues to Store Manager;
- Provide feedback and suggestions on solutions for customer service issues;
- Shift materials safely using safe manual handling methods including the use of appropriate mechanical aids;
- If required, support the Store Manager in the training of staff/volunteers in accordance with relevant guidelines/standards.

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. It is acknowledged that the description of the position is an outline and guide to the duties 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.

## **ORGANISATIONAL RELATIONSHIPS**

Internal Stakeholders	Brotherhood employees and volunteers
External Stakeholders	Donors/Customers

## **KEY SELECTION CRITERIA**

**Essential**

- Previous retail experience in recycled goods is preferred but not essential.
- Ability to work effectively both independently and within a team environment to achieve objectives.
- Well-developed interpersonal and communication skills with the ability to liaise and work with a combination of volunteers, staff and people from diverse backgrounds visiting the store.
- Professional manner and high customer service focus.
- Flexible attitude with an ability to adapt to changing circumstances.
- Physically fit in order to lift heavy objects with the ability to bend and stand for long periods of time.
- Ability to follow instructions and adhere to company policies and processes.
- Ability to identify problems and make appropriate recommendations.
- Understanding of and empathy with the values and ideals of the Brotherhood.

**Desirable**

- Previous experience in the sorting of recycled goods and how that activity can effectively support the retail operation would be highly regarded

**MANDATORY EMPLOYMENT CRITERIA**

- Specific work requirements include weekend work, evening shifts, public holidays, work based travel and attendance at a variety of different work locations
- rosters involving weekend work will be required
- Proof of eligibility to work in Australia is required
- A satisfactory Police Check is required. The Brotherhood will facilitate this process.