



POSITION DESCRIPTION

POSITION TITLE	Store Manager
DIVISION	Finance and Business Enablement
DEPARTMENT	Social Enterprises
REPORTS TO	Area Manager

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.

The BSL values diversity and inclusion with regards to its staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all vulnerable people to be supported, respected, safe, happy and empowered. We are committed to the safety, participation, and empowerment of all our program participants.

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 Store Manager is responsible for managing staff, volunteers and resources in order to ensure the operational needs of the store are met and maximise financial returns.

KEY RESPONSIBILITIES AND DUTIES

1. Employee Management and Accountability

- work collaboratively within teams to achieve common goals
- demonstrate a commitment to the BSL's quality framework and culture by participating in and promoting quality actions through continual improvement activities
- provide coaching and support to all direct reports in the performance of their duties, monitoring and providing appropriate feedback in accordance with BSL policies and procedures
- in collaboration with the manager, set goals and objectives to ensure outcomes are met
- model the BSL values and adhere to the Code of Ethical Behaviour in everyday work practices
- 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.

2. Customer Service

- through example, leadership and training ensure a high level of customer service is provided to all stakeholders at the store
- provide excellence in customer service to all donors and customers at all times and ensure all requests are met in a professional and timely manner including greeting all customers as they enter the store and having a respectful and courteous phone manner
- demonstrate sensitivity and respect for diversity and differences in customers and donors

3. Stock Control

- implement and review merchandising plans as required
- ensure the store has an appropriate mix of stock to satisfy customer needs
- efficiently utilise donated stock to maximise financial returns
- sort and price stock according to the price guide
- dispose of unwanted goods in a safe and timely manner
- when processing donated stock, ensure staff are following sorting guidelines
- be aware of designer and vintage wear as well as collectibles and valuables and price and display appropriately
- manage markdowns and promotions and rotate stock as required
- be alert to the possibility of theft and manage situations as required
- ensure sold items are removed from store floor and replace with new stock.

4. Operations

- create a cohesive team that works efficiently together to maximise individual and store potential
- carry out routine training to ensure staff are compliant with policies and procedures outlined in the operations handbook
- participate daily in housekeeping duties such as vacuuming, dusting, mopping and cleaning bathrooms
- maintain rosters to ensure all tasks are completed
- adhere to opening and closing procedures
- follow correct cash handling procedures and correct POS procedures
- actively seek opportunities to engage with your local community.

5. Administration

- create and maintain rosters for staff, volunteers (including housekeeping duties)
- ensure staff are completing timesheets accurately

- reconcile petty cash and banking daily
- comply with OHS paperwork weekly, monthly and annually
- adhere to store budgets and maintain store record keeping
- compile volunteer registration and training paperwork.

6. Communication

- speak politely, ask appropriate questions and explain issues and information clearly to customers, donors and colleagues
- ensure staff are always displaying gratitude and thanks to donors and volunteers for their contribution to the BSL
- ensure all written and verbal communication is accurate and timely
- attend management meetings monthly as required and communicate minutes and BSL news to all staff after each meeting.

7. Professional Standards

- demonstrate punctuality and meet agreed schedules and timelines
- actively participate in identifying and making recommendations on improving work processes
- take responsibility for store outcomes and achieving budgets and make recommendations for improvement
- demonstrate good judgement and use established strategies to solve routine problems.

8. OH&S

- ensure all staff are trained in and comply with COVID Safe practices
- actively encourage OH&S within the workplace by maintaining a neat, clean and hazard free work environment
- respond promptly to any OH&S issues
- ensure all staff are aware and work within the BSL's OH&S policies and procedures
- maintain accurate OH&S records.

9. Innovation and Continuous Improvement

- identify and make recommendations on opportunities to improve efficiencies in store operations
- ensure continuous learning by identifying opportunities to upskill staff
- adopt a positive approach to change and adapt to new policies and procedures
- use technology and software applications effectively in accordance with task requirements
- host weekly staff meetings and encourage staff participation
- foster an attitude of continuous improvement within the team.

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.

SCOPE OF RESPONSIBILITY

Direct Reports	Retail Sales Assistants and Volunteers
Budget Responsibility	As per store budget

ORGANISATIONAL RELATIONSHIPS

Internal Stakeholders	All Social Enterprises staff, volunteers, HR and Payroll teams, Retail team and all other BSL departments where necessary
External Stakeholders	BSL partner organisations, household customers, donors, suppliers, community groups and contractors

KEY SELECTION CRITERIA

Essential

- relevant qualifications in retail experience (experience in recycled goods will be preferable)
- demonstrated experience in leading a team with the ability to supervise, mentor and support staff and volunteers
- demonstrated ability to take ownership and responsibility for decisions
- 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
- demonstrated ability to identify and resolve problems and make appropriate recommendations
- well-developed organisational and time management skills with the ability to plan workload, prioritise and meet deadlines
- expertise and competency in Microsoft Office Programs including Word, Excel and Outlook
- understanding of and empathy with the values and ideals of the BSL.

Desirable

- retail Certificate 3 or above
- visual merchandising training

MANDATORY EMPLOYMENT CRITERIA

- specific work requirements include weekend work, public holidays, and attendance at a variety of different work locations
- proof of eligibility to work in Australia is required
- a satisfactory Police Check is required. The BSL will facilitate this process
- A Working with Children Check is required for this position. The BSL will facilitate this process

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 may be amended from time to time.