



POSITION DESCRIPTION – TEAM LEADER

Position Title	Store Manager	Department	MF&C - Retail
Location	Retail Stores Various <i>Flexibility to work across multiple stores as required.</i>	Direct/Indirect Reports	Supervisor and Team Members
Reports to	Area Manager (<i>Regional Operations Manager in the absence of Area Manager</i>)	Date Revised	09/07/2014
Budget	Available in store	This is a Paid position	

■ Position Level Descriptor

An individual at the Team Leader level is a front line Manager or Supervisor who has a team of people reporting to them. The team generally has a single disciplinary focus. An individual at the Team Leader level typically reports to a Manager.

■ Position Summary

The purpose of the Store Manager role is to manage the strategic and operational aspects of an Australian Red Cross retail store. Supported by the Area Manager, the Store 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 store 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 store 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 store 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 & Volunteer Coordinator 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.

Store 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 store.
- 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 store as per the VM Standards.
- Provide support to the retail team through assisting at new store 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 store expenses.

Compliance

- Ensure that all requested Red Cross, Store and Individual, training is completed in a timely manner.
- Ensure all team comply with the Stock Management, Visual Merchandising, Loss Prevention, Finance, Sales and Customer Service, Store 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 completed.
- 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.

Qualifications/Licenses

- This position is subjected to a satisfactory National Criminal History Check and Reference Check.

Behavioral Capabilities

- **MODEL | Value Diversity | Promotes respect for diversity and human dignity**
Demonstrates sensitivity to diversity | Appreciates diversity and is open to the perspective of others | Values, builds and develops diverse teams.
- **THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**

Gathers information from key sources to fully understand the situation | Probes for further information to clarify vague or confusing issues | Differentiates key elements from the irrelevant or trivial | Makes prompt and clear decisions based on comprehensive research | Makes decisions without having to refer to others.

- **ACHIEVE | Drive Results | Takes responsibility for achieving results and maintains effective work behaviours under pressure**

Takes accountability for delivering high quality results | Stands by own decisions and takes responsibility for them | Sees tasks and projects through to completion | Maintains consistent high levels of effort throughout the working day | Accepts and tackles demanding goals

- **LEAD | Coach and Develop | Provides coaching and development opportunities to build capacity**

Makes objective assessments of team and individual strengths and development needs | Provides resources to support learning and development | Puts aside appropriate time to coach others | Encourages staff to pursue development opportunities for development | Takes personal responsibility to develop and maintain up-to-date job knowledge

- **COLLABORATE | Engage and Influence others | Demonstrates appropriate engaging and influencing skills aligned with Red Cross objectives**

Seeks out relationships that are mutually beneficial | Participates in a range of community and professional groups | Establishes and maintains good working relationship with internal and external stakeholders | Utilises a 'win-win' approach to presenting a case

■ 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 Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- 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