

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Sourcing Coordinator	Department	Retail
Location	Sydney, NSW	Direct/Indirect Reports	0
Reports to	Sourcing Manager	Date Revised	Nov 2020
Industrial Instrument	Retail (General) Industry Award		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0026889

### ■ Position Summary

Reporting to the Sourcing Manager, the role is responsible for stock procurement (new purchased, private ranges, new donated, donated) suitable for all sales channels. This role also requires administrative support to the Sourcing Manager to assist with range planning (category and pricing), pricing and margin management.

The role demands strong retail merchandise knowledge, a keen interest in fashion, strong understanding of the Australian retail market with a good understanding of product trends and a creative flair for product development. Superior negotiation and communication skills are critical.

The role will drive business profitability by ensuring stores, online and catalogue sales channels are differentiated from our competitors with high quality, fast turning, fashionable product appropriate to local markets.

### ■ Position Responsibilities

#### Key Responsibilities

##### Product

- Assist with the sourcing of fashionable, high quality, new (purchased and donated) and recycled donated merchandise that meets retail requirements across all sales channels
- Support the Sourcing Manager to enhance current and develop new donor/supplier relationships with a focus on higher quality brands
- Assist the Sourcing Manager to leverage internal resources to develop corporate, ambassador and high value donor relationships
- Develop and maintain accurate records of donation value/volume by supplier and ensure appropriate supporter recognition
- Help coordinate the source and purchase of new goods to fill range gaps unable to be filled through donated product
- Work closely and take direction from the Sourcing Manager and Merchandise Planning Manager to understand range structures, gap analysis, stock turns and margin management.
- Support Merchandise team with merchandise related administrative tasks

## Operations

- Assist to identify new opportunities and areas of innovation to help grow the business
- Order and stock administration
- Focus on a process of continuous improvement
- With direction from the Sourcing Manager, develop and communicate information to stores and the Retail Operations Team regarding stock, season changeover, pricing, visual merchandising and other stock issues at stores
- Develop and communicate pricing guidelines for stores; conduct regular reviews to ensure pricing is relevant and up to date
- Communicate product information for the Catalogue and online store (including pricing and copy) to internal departments who will use this information for printed catalogue, online maintenance and other promotional initiatives
- Work with internal stakeholders by providing input and feedback on the improvement and growth of online sales channels
- Visit stores regularly to review and maintain an understanding of customer needs, sales trends, product mix, price points and the store environment. Provide feedback to relevant stakeholders within the retail management team

## Compliance

- Ensure that all operations and initiatives comply with best practice standards, meet Red Cross policy and process requirements and professional standards of the organisation including the effective management and resolution of client, employee, volunteer and management issues, grievances and complaints
- Promote a proactive approach to the management of WHS issues and ensure implementation of the Red Cross WHS plan/strategy and Policies and Procedures.

## ■ Position Selection Criteria

### Technical Competencies

- Proven experience with administration and coordination activities
- Knowledge of Australian fashion industry & brands, understanding of fashion trends, and experience in fashion retail required
- Strong communication skills across internal and external partners
- Proven financial and numerical skills
- Tenacity in following through actions to completion/resolution
- Ability to think creatively to solve problems
- Positive attitude, resiliency and team orientation critical
- Highly developed organisational and time management skills, with the ability to work under pressure and to deadlines
- Ability to understand and meet customer needs
- A self-starter with proven ability to operate effectively at an individual level and as part of broader team

## Qualifications/Licenses

- Qualifications relevant to the role desirable but not essential

## 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.
- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **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.