

## POSITION DESCRIPTION – TEAM LEADER

|                       |  |                         |                              |
|-----------------------|--|-------------------------|------------------------------|
| Position Title        | Online Shop Manager                            | Department              | Retail                       |
| Location              | Distribution Centre, VIC                       | Direct/Indirect Reports | 0 staff / several volunteers |
| Reports to            | General Manager Engagement and Retail Services | Date Revised            | Nov 2020                     |
| Industrial Instrument | Social Home Care and Disability Services Award |                         |                              |
| Job Grade             | Job Grade 4                                    | Job Evaluation No:      | HRC0025818                   |

### ■ Sub-Delegation

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

### ■ Position Summary

The Online Shop Manager is responsible for the overall management of the online store, including product selection, product listing, inventory management, sales and order processing. Reporting to General Manager Engagement and Retail Services this position will ensure there is a constant supply of product prepared for sale on the online platform, paying close attention to sales trends and customer demand to achieve sales targets and future sales growth. There is a requirement for effective oral and written communication, attention to detail, accuracy and adhering to deadlines.

### ■ Position Responsibilities

#### Key Responsibilities

- Work with the Merchandise Sorting Team Leader and VIC Area Manager team to procure product for sale on the online platform
- Develop product copy, including descriptions and specifications for online sales
- Conduct and post high quality product photography
- Responsible for the maintenance of the online store including; product listing and categorisation
- Management of inventory system programs
- Accurate and timely processing of all customer orders, payment, returns and exchanges
- Complete tasks in relation to financial and stock reconciliation
- Provide customer service and manage general customer enquires
- Report regularly on sales performance of online store and make recommendations for future category listings
- Work closely with the Distribution Centre Dispatch team daily to communicate orders for pick, pack and dispatch to meet online orders
- Support with the management of the physical inventory as required
- Support any marketing as required for any promotions related to online product lines
- Support with stocktake as required

- Maintain housekeeping standards of the National Distribution Centre, for work area and equipment, complying with safety standards
- Maintain confidentiality and privacy in all matters relating to staff, volunteers, customers and procedures
- Understand and apply Red Cross retail policies and procedures
- Effective lead and manage a team of volunteers to assist with the online processes
- Promote a proactive approach to WHS in the workplace, behaving in a manner which advocates 'zero harm'

## ■ Position Selection Criteria

### Technical Competencies

- Ability to work effectively as part of a team of staff and volunteers
- Excellent communication, both written and oral
- Proven highly developed organisational and time management skills
- Computer literacy in all MS applications, web and data manipulation
- Excellent records management and general office administration
- An ability to multi-task, dealing with a range of competing priorities
- Previous experience in online sales order management *highly desired*
- Knowledge of fashion trends relevant to the brand and a minimum of 2 years' experience working with a recognised fashion Retailer
- Experience in managing both staff and volunteers
- Demonstrated experience in fashion & retail-including visual merchandising

### Behavioural Capabilities

- **Personal effectiveness | Achieve results |** Demonstrated ability to coach and support teams to achieve the results committed to. Accepts responsibility for ensuring team goals are achieved. Ability to manage changing circumstances and potential challenges.
- **Personal effectiveness | Solving problems |** Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.
- **Team effectiveness | Collaborating |** Proven track record as an approachable leader, supporting and building positive and constructive relationships within teams. Valuing diversity and supporting cultural differences within teams.
- **Organisational effectiveness | Focussing on clients |** Proven track record in ensuring a high quality service is provided by the team to internal and external clients and stakeholders. Actively seek and respond to client issues and measure effectiveness.
- **Organisational effectiveness | Innovating and improving |** Demonstrated capability to lead continuous improvement activities and encourage team members to identify ineffective processes and contribute to new ideas and ways of working.

## ■ 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