



POSITION DESCRIPTION

POSITION TITLE	Retail Assistant
DIVISION	Finance and Business Enablement
DEPARTMENT	Social Enterprises
REPORTS TO	Store 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 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 BSL'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 BSL 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 BSL 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.
- Work across multiple sites as requested in the Western Region of Greater Melbourne

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.

ORGANISATIONAL RELATIONSHIPS

Internal Stakeholders	BSL 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 BSL.

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 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.