



POSITION DESCRIPTION – Schedule 1

Position Title:	Retail Assistant
Reporting to:	Shop Manager
Direct Reports:	Nil

ORGANISATIONAL ENVIRONMENT

The St Vincent de Paul Society is a leading charitable, Catholic organisation serving disadvantaged people with love, respect, justice and hope and working to shape a more just and compassionate community. Our volunteers and members provide those in need with assistance through material aid; support; advocacy and simple friendship.

The Society's work is achieved through a wide range of initiatives including:

- 100+ retail Vinnies Shops that provide quality low cost clothing, furniture and household items;
- a large warehouse, transport and sorting facility;
- five soup vans;
- special work programs;

The Society provides assistance to approximately 540,000 people in need each year.

ORGANISATIONAL VALUES

- Commitment: *Loyalty in service to our mission, vision and values*
- Compassion: *Welcoming and serving all with understanding and without judgement*
- Respect: *Service to all regardless of creed, ethnic or social background, health, gender, or political opinions*
- Integrity: *Promoting, maintaining and adhering to our mission, vision and values*
- Empathy: *Establishing relationships based on respect, trust, friendship and perception*
- Advocacy: *Working to transform the causes of poverty and challenging the causes of human injustice*
- Courage: *Encouraging spiritual growth, welcoming innovation and giving hope for the future*

PURPOSE OF ROLE

To support the Shop Manager in all operations of the Shop.

KEY ACCOUNTABILITIES

Key Accountabilities	Results/Outcomes
1. Operations	<ul style="list-style-type: none">• Ensure that the Shop is opened and closed in line with procedures as directed by the Shop Manager.• Provide regular feedback to the Shop Manager• Ensure policies are complied with in the Shop

	<ul style="list-style-type: none"> Supervise the activities of volunteers under the direction of the Shop Manager Ensure that the Shop is operating within relevant legislative requirements including OH&S, HR GST, FBT and the Fundraising Act as directed by the Shop Manager Assist in the distribution of clothing and goods to recipients of assistance as per procedure as directed by the Shop Manager
2. Finance	<ul style="list-style-type: none"> Cooperate with the Shop Manager in implementing a stock control system for the Society's donated goods in the Shop and support the program after implementation.
3. People and Culture	<ul style="list-style-type: none"> Promote and support a culture and work environment within the Shop that is positive, healthy safe and respectful for all Volunteers, staff, customers and Clients. Ensure compliance with all policies and procedures in addition to legal and legislative requirements regarding volunteer and employment matters
4. Communications	<ul style="list-style-type: none"> Immediately advise the Shop Manager where an instance of, or a concern that there may be, misappropriation of monies or goods occurring or possibly occurring.
5. Asset Management	<ul style="list-style-type: none"> Monitor and regularly report to the Shop Manager on matters of security in the Shop and recommend strategies to protect the Society's assets. Manage and ensure compliance with prescribed cash register procedures and provide all necessary documents as requested. Provide support to the Shop Manager regarding property maintenance at the Shop.
6. Accountability and Extent of Authority	<ul style="list-style-type: none"> Authority is to be exercised under the direction of the Shop Manager and within the boundaries of policies and procedures.

KEY PERFORMANCE INDICATORS

These will be developed by the Shop Manager in consultation with the incumbent and will regularly be reviewed.

POSITION CONTACTS

Within Department	Within Vinnies	External to Vinnies
Shop Manager	Volunteers	Customers
Area Support Manager	Drivers/Jockeys	General Public
Support Office	Transport Team Leader	Recipients of Assistance
	Area Support Managers	
	Call Centre Staff	
	Conference	

Within Department	Within Vinnies	External to Vinnies
	Members	

FINANCIAL AUTHORITY - Nil

KEY SELECTION CRITERIA

Experience – essential

- Retail sales, merchandising and stock rotation
- Excellent customer service

Attributes

- Ability to work independently as directed by the Shop Manager
- Good communicator
- Time management skills and the ability to work within time frames
- Honest and reliability
- Willingness to learn

Qualifications – preferred but not essential

- Accreditation in Retail Operations

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, and MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED and ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.