



## Shop (Centre) Supervisor

### Position Description

<b>Position Title</b>	Shop (Centre) Supervisor
<b>Responsible Council</b>	Wollongong Diocesan Central Council
<b>Reports To</b>	Area Manager
<b>Primary position objective</b>	Responsible for overseeing the operation of the Centre in accordance with the policies and procedures of the Diocesan and State Council.

### St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

### Organisational Overview

The Wollongong Diocesan Central Council covers the area from Glenfield in the north to Ulladulla in the south and west to the Southern Highlands. There are a number of low socio-economic areas including broad acre housing estates in Campbelltown and areas of need in the Illawarra and Shoalhaven.

The Wollongong Diocesan Central Council operates a number of special works including, Mental Health Services and Community Development Services.

The Wollongong Diocese currently has 25 Centres. Vinnies Centres provide furniture, clothing and household goods to families and people who are in need and are being assisted by conference members. Centres are also a valuable resource for people on low incomes, enabling them to buy quality clothing, furniture and other household items at an affordable price.

## **Duties and Responsibilities**

### Supervisory duties

- To lead, direct and work alongside a team of Volunteers in accordance with Centre and Society Policy and procedures
- Ensure that there is sufficient staffing to provide excellent customer service and that merchandising and cleaning duties are completed in the shop and at back of house.
- Oversee customer service and deal with any complaints and feedback promptly and competently.
- Complete the Induction process for new volunteers and staff in line with Society policies and procedures
- Provide ongoing training and support to volunteers and staff as required
- Ensure that all employees and centre volunteers have received written job descriptions and/or adequate instructions for the tasks they will perform
- Attending training, meetings and in-service programs, as required
- Implement WH&S requirements to ensure a safe working environment including reporting of any WHS issues

### Welfare Clients

- Ensure all welfare clients are dealt with in a professional, confidential and friendly manner.
- Ensure all paperwork associated with welfare clients are administered according to Society's guidelines.

### Stock

- Assist in ensuring sufficient levels of stock are available for customers at all times.
- Ensure stock is sorted to a high quality.
- Ensure all stock is priced in the sorting room prior to being displayed in the shop.
- Ensure stock on display in the store is:
  - Of high quality;
  - Priced correctly in accordance with racking, coat hangers, and store layout;
  - Appropriate for the time of year;
  - Rotated in line with store procedures

### Customers

- Demonstrate good customer service at all times.
- Ensure customer's needs are being met
- Ensure customer feedback and any complaints are dealt with promptly and professionally.

### Administration Duties

- Support procedures to process conference family assistance requisitions

## **Essential Criteria**

- Demonstrated experience in a retail supervisory role
- Intermediate knowledge of Microsoft Office suite of programs
- Good communication skills and the ability to provide outstanding customer service
- An understanding of the principles of volunteer management
- The ability to ensure stock levels are maintained and stock is sorted, priced and presented to a high standard
- An understanding of Work Health and Safety and other relevant legislation
- Current Drivers Licence
- Willingness to commit to the philosophy and values of the St Vincent de Paul Society

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer*