



Store Manager

Position Description

Position Title: Store Manager – Byron Bay

Responsible Council: Lismore Central Council

Reports To: Retail Operations Manager

Primary Position Objective: To be accountable for the daily operation of the Shop and to ensure the following are being managed in accordance with St Vincent de Paul Society, NSW policies and procedures; volunteers, customers, welfare clients, stock, financial handling and reporting, Work Health and Safety, merchandising and Shop appearance and cleanliness.

St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organization 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 Shops across NSW.

Diocesan Overview

The Lismore Central Council currently has 27 Shops and covers the area from Tweed Heads to Laurieton. Vinnies Shops provide clothing and household goods to families and people who are in need and are being assisted by Conference members. Vinnies Shops are also a valuable resource for people on low incomes, enabling them to buy quality clothing and other household items at an affordable price.

Duties and Responsibilities

The position is responsible for the following:

Financial Accountability

- Manage the Shop budget to ensure all financial targets are achieved.
- Discuss financial performance with the Retail Manager each week, month and quarter.
- Ensure all day-to-day transactions are compliant with the Societies policies and procedures.
- Maintain daily, weekly and monthly administration requirements in accordance with policy.
- Ensure banking is conducted daily and any variances of \$5.00 or more are reported to the Retail Manager.

Staff

- Ensure the Shop is staffed sufficiently at all times with an adequate number of people to ensure customer satisfaction, welfare clients are receiving support and sales, merchandising and cleaning duties are being completed in the shop and back of house.
- Monitor and administer volunteer training. This includes volunteer selection, orientation and on-the-job training in all facets of the store operation.
- Generate and maintain good morale and cooperation of all volunteers through direction, leading by example and motivation.
- Ensure volunteer grievances are dealt with promptly and professionally.
- Demonstrate good WH&S understanding and ensure all volunteers are adhering to all WH&S practices throughout the Shop.

Welfare Clients

- Ensure all welfare clients presenting vouchers are dealt with in a professional, confidential and friendly manner.
- Ensure all paperwork associated with vouchers is being reconciled at month end.

Stock

- To ensure sufficient levels of stock are available to customers at all times
- To ensure stock on display in the Shop is:
 - Of high quality;
 - Priced correctly following Shop guidelines;
 - Merchandised correctly in accordance with racking, coat hangers, and store lay out;
 - Appropriate for the time of the year;
 - Rotated regularly.
- Where appropriate, ensure all stock is priced in the sorting room prior to being displayed in the shop.

Customers

- Ensure your team is demonstrating good customer service in all dealings with customers and that customer's needs are being met at all times.
- Ensure customer feedback and any complaints are dealt with promptly and professionally.
- Encourage volunteers to interact with customers to ensure their needs are met.

General

- Uphold the Ethos and Culture of the Society in all dealings with the store.
- Hours of work may vary due to needs of the store. Some weekend and after normal hours work may be required at times.
- As key holder for the store you are responsible for any alarm call outs/attendances.

Essential Criteria

- Demonstrated leadership experience in a retail environment.
- Demonstrated management of Volunteer teams.
- An unquestioning approach to delivering high levels of customer service
- Demonstrated negotiation and influencing skills with exceptional communication ability
- Competent computer skills
- Experience working with KPI's
- Demonstrated success in meeting financial targets
- Ability to analyse and organise stock to maximise sales on the shop floor
- Ability to develop, mentor and motivate a dynamic team of volunteers

Desired Skills

- Fashion retail experience or an eye for styling and detail

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