



Retail Support Officer

Position Description

Position Title	Retail Support Officer
Responsible Council	Armidale Diocesan Central Council
Reports to	Executive Officer, Armidale Diocesan Central Council
Reports	Nil
Base Location	Armidale
Primary position objective	To assist and support the operations of all centres throughout the Armidale Central Council to a high standard including public image, maximisation of sales, efficient work practices, volunteer recognition and the ethos and principals of the Society.

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 Paris. Leading by example and with boundless energy, Frederic started what is now a world- wide movement. 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. Importantly, our members also provide emotional support and referral to other 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.

Central Council Overview

The Armidale Diocesan Central Council seeks to ensure that our community services and support operations are delivered effectively and in accordance with the mission of the St Vincent de Paul Society, recognising that it is a pre-eminent Catholic Social Services provider that is member led and supported by volunteers and staff.

The Armidale Diocesan Central Council currently has 20 Centres covering the New England and Northwest. The 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

Major Responsibilities

Retail Operations

- In conjunction with the Executive Officer, develop and implement a Centres Strategy that is consistent with the state-wide Retail Strategy.
- Support and implement a marketing plan in line with State Council or Central Council decisions.
- Develop strategies to increase the quality and volume of donated goods.
- Ensure the Centres appropriately support Members of the Society to deliver services to those we assist.
- Identify opportunities for new Centres, improvements to existing ones and additional revenue streams.
- Ensure the image and presentation standards of Centres are of a high quality.

Leadership & People Management

- Provide support and liaison to Centre Presidents, Coordinators and Volunteers of the Central Council.
- Build the capability and oversee the performance of Coordinators through the provision of formal training and other support mechanisms.
- Ensure appropriate staffing levels and structures are in place.
- Ensure staff is familiar with the Society's Code of Conduct and other relevant policies and procedures.
- In conjunction with the Central Council & EO, create a working environment in which there is effective interaction and support between employees, members and volunteers.
- Build and maintain a volunteer-centred approach and culture within Centres.
- Ensure staff and volunteer grievances are dealt with promptly and professionally, in line with Society policy.
- Support volunteers with all aspects of retail, selling, stocking, merchandising and customer service.

Finance, Business and Risk Management

- Ensure financial resources are appropriately managed, including the management of the annual budget of the Centres.
- Ensure financial results for Centres are monitored and corrective action is identified.
- Ensure financial issues are brought to the attention of the Executive Officer on a timely basis.
- Ensure all Society assets are maintained and managed effectively. This includes capital improvement projects.
- Develop and implement Centre-specific policies and procedures that are consistent with the Society wide policies.

- Ensure adherence with State and Central Council policies and procedures
- Identify key risks relating to the Centres operations and ensure and they are appropriately managed.
- Ensure compliance with the Society's Work Health Safety Management System.
- Ensure relevant staff and asset databases are maintained on a timely and accurate basis.

Essential Criteria

- A demonstrated track record in successfully managing retail operations.
- A demonstrated understanding of the principles and practices of volunteer management.
- Demonstrated ability to plan and coordinate activities to meet strict timeframes, including the capacity to manage personal work priorities and professional development.
- Ability to manage multiple projects with minimal supervision, and to organise meetings and training on an as-needs basis.
- Excellent oral and written communication and research skills, including the ability to effectively write reports and correspondence.
- Demonstrated ability to use the MS Office suite of programs (eg. Word, Excel, Outlook).
- An understanding of and willingness to adhere to and support of the Mission, Vision and Ethos of the Society.
- A current driver's licence.

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