



Store Supervisor

Position Title	Store Supervisor	Telephone: (02) 9568 0262 Facsimile: (02) 9550 9383
Responsible Council	Parramatta Central Council	Email: vinnies@vinnies.org.au Website: www.vinnies.org.au Donation Hotline: 13 18 12
Reports To	Area Manager	
Primary position objective	Responsible for overseeing the operation of the Centre in accordance with the policies and procedures of the Parramatta Central Council 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 Parramatta Central Council covers the area from Granville in the south-east to Warragamba in the south and west to Blackheath. The Parramatta Central Council operates a number of special works including, Mental Health Services and Community Development Services.

The Parramatta Central Council currently has 22 shops. Vinnies shops 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 the Vinnies Shops Operational Manual
- 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 and the training of Safe Work Practices.

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 the security of the shop's assets and donated goods
- 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
- Ensure banking is conducted daily and any significant variances are reported to the Area Manager.

Essential Criteria

- Experience in a retail supervisory role
- Computer proficiency in Microsoft Office suite
- Proven communication and customer service skills Understanding of the principles of volunteer management
- Understanding of stock management practice within a retail environment
- Understanding of Work Health and Safety and other relevant legislation
- Current NSW Drivers licence
- Capacity to adhere to the mission and ethos of the Society

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