



POSITION DESCRIPTION

Position Title:	Area Support Manager
Location:	Various
Reporting to:	Retail Operations Manager
Direct Reports:	Shop Managers

ORGANISATIONAL CONTEXT

Our Vision

The Society aspires to be recognised as a caring Catholic charity offering 'a hand up' to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Our 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

Our Services

The St Vincent de Paul Society's members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; Compeer programs for people experiencing mental illness; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated 'members'; all who volunteer their time to undertake a range of community support activities at a local level ('conference'), semi-regional level ('regional'), regional level ('central'), and state level ('state'). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.

Area Support Manager: APRIL 2018



PURPOSE OF ROLE

The Retail division has over 100 Vinnies shops in Victoria and they are the number one destination for affordable and pre-loved items. Everything our customers buy or donate inspires change in our local community.

This position forms part of the Retail Management Team and provides advice, support and specialist expertise to shops, Shop Managers and Shop Management Teams. This key role is to assume management authority and accountability for the continued highly successful operations of Vinnies Retail across the Area. The Area Support Manager will lead a dynamic team to maintain and grow vital retail operations.

KEY ACCOUNTABILITIES

Key Accountability	Deliverables
Contribute to the organisational culture	<ul style="list-style-type: none"> • Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society’s values are incorporated into all aspects of the performance of the role • Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace • Positively contribute to and influence organisational culture • Actively participate in activities that develop your personal and professional skills, knowledge and experience • Regularly attend and actively participate in all team / divisional and organisational meetings • Contribute to developing a culture of continuous improvement and respond positively to change
Lead, manage and motivate team to achieve their objectives	<ul style="list-style-type: none"> • In conjunction with HR; recruit, develop and retain a skilled and motivated team • Build a cohesive and engaged team and foster a culture with our mission at its centre • Effectively deal with conflict situations using appropriate interpersonal styles and methods to reduce tension or conflict • Develop and communicate clear expectations / outcomes with the team • Provide Leadership as a coach to create a learning culture and to ensure the team is supported • Provide timely guidance and feedback to help the team strengthen specific knowledge/skill areas needed to accomplish a task or solve a problem. • Ensure all relevant information regarding operations is adequately communicated to the team • Encourage a continuous improvement mindset with the team on an ongoing basis. • Ensure Annual Performance Reviews of the team are carried out transparently with respect, ensuring opportunities to further improve or expand skills is provided • Encourage team members to seek opportunities for different and innovative approaches to addressing problems and opportunities • Assist in the implementation of operational changes through effective facilitation to gain acceptance and support



<p>Safety</p>	<ul style="list-style-type: none"> • Engage with your staff and volunteers to identify and work through the resolution of hazards and incidents • Investigate safety incidents and close off related actions in the required timeframes; engage HR for support where required • Conduct workplace inspections quarterly of all buildings under your management and close actions in the required timeframes • Ensure your teams understand and are accountable for risk management with their work
<p>Planning, Compliance and Budgets</p>	<ul style="list-style-type: none"> • Develop your work plans to ensure that all resources; be they human, material or financial, are managed effectively and with efficiency to achieve strategic objectives. • Ensure that all activity is ethical and compliant with legislation, regulation and organisational policies and procedures • Manage annual budgets, facilitate local participation in budget preparation (where relevant) and ensure that budgets are completed and lodged within designated timeframes. • Monitor and report on budget as required, take action to address negative budget variances and ensure expenditure is within budget. • Prepare business cases for approval by CEO for all out of budget expenditure.
<p>Retail Operations</p>	<ul style="list-style-type: none"> • Area Support Manager will be required to manage functional responsibility across the shops in their region including, but not limited to, the following: <ul style="list-style-type: none"> ○ Merchandising and Presentation ○ Financial Management and Reporting ○ OH&S and Risk Management ○ Security/Shrinkage/Technology ○ Customer Service and Training ○ Sales/Marketing/Advertising/Promotions • Work with Area Support Managers and Shop Managers to foster a strong customer service culture in shops • Where not in place, set up Shop Management Team with Shop Manager • Ensure that Shop Managers and SMTs are adequately resourced to effectively manage shops autonomously. • Identify areas of shop operations requiring improvement and manage the provision of appropriate support to achieve desired outcomes through shop visit reports. • Regularly review transport operations at shops (where applicable), working in conjunction with the Transport Team Leader, ensuring efficient and effective logistics and productivity. • Continually review and utilise opportunities for regional co-operation between shops for mutual benefit (transport, promotions, marketing, volunteer and staff development, problem solving, movement of stock, etc.). • Work with Retail Management to ensure a flexible team approach so that resources are directed towards areas of highest priority. • Monitor and regularly report on matters of security in shops and recommend/implement cost effective strategies to protect the Society's assets. • Work with retail management regarding relocation of shops, potential new shop locations and annual property maintenance requirements in existing shops



Other	<ul style="list-style-type: none"> • Liaise with RCP and Conference members as required to foster a united and cohesive approach to our services • Be proactive in taking a leadership role in projects and events that contribute to the Retail division and/or influences organisational culture. • All other tasks as required to fulfil the objectives of the team and organisation. • Maintain stable performance under pressure or opposition (such as time pressure or job ambiguity)

POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
Retail Operations Manager	Internal	<ul style="list-style-type: none"> • Line Manager
Retail Management and Support Team	Internal	<ul style="list-style-type: none"> • Retail Management and Support
Area Support Managers, Shop Managers and Area Retail employees and volunteers	Internal	<ul style="list-style-type: none"> • Direct Reports and Area Retail employees and volunteers
Support teams including Transport, Warehouses, HR, ICT, Finance, Facilities, Marketing & Fundraising	Internal	<ul style="list-style-type: none"> • Support and advice
Membership and Development	Internal	<ul style="list-style-type: none"> • Customers / recipients of our service
Conferences	External	<ul style="list-style-type: none"> • Partner to provide services to people we serve
People we serve	External	<ul style="list-style-type: none"> • Recipients of our service
Customers	External	<ul style="list-style-type: none"> • Customers / recipients of our service



DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.

KEY PERFORMANCE INDICATORS

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

KEY REQUIREMENTS

Qualifications

- Accreditation in Retail Operations/ Management (preferable)
- Accreditation in Training (preferable)
- Current Victorian motor vehicle license

Skills

- Outstanding communication and influencing skills to deal effectively with a broad range of internal and external stakeholders
- Highly developed interpersonal skills including the ability to coach and lead people to develop a strong team culture
- An ability to effectively deal with conflict situations using appropriate interpersonal styles and methods
- Strong time management skills, including ability to meet deadlines
- Strong analytical & reporting capabilities
- Innovative & practical in problem solving
- Strong attention to detail
- Effective judgement & decision making
- Ability to work well under pressure

Knowledge / Experience

- Extensive knowledge of retail management, sales and merchandising
- Experience in leading, training, developing and motivating people to develop high performing, engaged teams
- Strong coaching and development ability with a lead from the front mentoring approach
- Experience in planning, prioritising and organising work, both on an individual and team basis, within a set timetable and in an environment of change and conflicting demands
- Demonstrated experience working with a high degree of autonomy with the authority to make decisions in relation to the areas retail operations
- Strong experience with technology, data management, reporting and analysis

Competencies

- Safety
- Leading through Vision & Values
- Decision Making
- Delegating Responsibility
- Managing Conflict
- Building a Successful Team
- Facilitating Change
- Stress Tolerance
- Follow-up
- Gaining Commitment
- Adaptability



- Coaching
- Planning & Organising
- Continuous Learning
- Work Standards

Attributes

- Passion for Retail
- Behaves in an ethical and professional manner at all times
- Strong customer service orientation
- Leadership, courage and resilience
- Outcomes driven
- Ability to work well under pressure
- Willingness to travel throughout Victoria as required
- Willingness to vary normal working hours from time to time
- Awareness of, and ability to work within, the ethos of the Society

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.