



## POSITION DESCRIPTION

<b>Position Title:</b>	Shop Manager
<b>Reporting to:</b>	Area Support Manager
<b>Direct Reports:</b>	Retail Assistant Manager, Duty Managers, Volunteers

### 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.



## 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.

The Shop Manager drives the Societys strategic vision and leads the team in providing an exceptional customer-service experience, ensuring maximum profitability to support our conferences in providing a hand up to those we assist. The Shop Manager plays a key role in leading, growing and developing a large team to continually progress and improve the shops operations.

## KEY ACCOUNTABILITIES

Key Accountability	Deliverables
<b>Contribute to the organisational culture</b>	<ul style="list-style-type: none"> <li>• 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</li> <li>• Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace</li> <li>• Positively contribute to and influence organisational culture</li> <li>• Actively participate in activities that develop your personal and professional skills, knowledge and experience</li> <li>• Regularly attend and actively participate in all team / divisional and organisational meetings</li> <li>• Contribute to developing a culture of continuous improvement and respond positively to change</li> </ul>
<b>Lead, manage and motivate team to achieve their objectives</b>	<ul style="list-style-type: none"> <li>• In conjunction with HR; recruit, develop and retain a skilled and motivated team</li> <li>• Build a cohesive and engaged team and foster a culture with our mission at its centre</li> <li>• Effectively deal with conflict situations using appropriate interpersonal styles and methods to reduce tension or conflict</li> <li>• Develop and communicate clear expectations / outcomes with the team</li> <li>• Provide Leadership as a coach to create a learning culture and to ensure the team is supported</li> <li>• Provide timely guidance and feedback to help the team strengthen specific knowledge/skill areas needed to accomplish a task or solve a problem.</li> <li>• Ensure all relevant information regarding operations is adequately communicated to the team</li> <li>• Ensure Annual Performance Reviews of the team are carried out transparently with respect, ensuring opportunities to further improve or expand skills is provided</li> <li>• Develop clear KPIs for all team members and actively implement the Society's performance management processes</li> <li>• Communicate effectively with your team through regular team and individual meetings</li> <li>• Lead the team in the practice of continuous improvement</li> </ul>



<b>Safety</b>	<ul style="list-style-type: none"> <li>• Take reasonable care for your own safety and that of others that may be affected by your actions or lack of actions</li> <li>• Identify and report hazards within 24 hours of them occurring on the incident reporting system</li> <li>• Manage day to day risks in line with policy and procedures</li> </ul>
<b>Planning, Compliance and Budgets</b>	<ul style="list-style-type: none"> <li>• Deliver on your responsibilities and ensure that all resources within your scope of responsibility; be they human, material or financial, are managed effectively and with efficiency to achieve positive outcomes.</li> <li>• Ensure that all activity within your scope of responsibility is ethical and compliant with legislation, regulation and organisational policies</li> <li>• Deliver on audit actions assigned to you.</li> <li>• Deliver on objectives within the budget assigned to you.</li> <li>• Ensure Shop complies with Shop Merchandising and Ticketing Standards</li> <li>• Actively participate with Area Support Manager in shop business plan development and actions arising from such.</li> </ul>
<b>Planning, Compliance and Budgets – Manager and Executive</b>	<ul style="list-style-type: none"> <li>• Deliver on your responsibilities and ensure that all resources within your scope of responsibility; be they human, material or financial, are managed effectively and with efficiency to achieve positive outcomes.</li> <li>• Ensure that all activity within your scope of responsibility is ethical and compliant with legislation, regulation and organisational policies</li> <li>• Ensure the delivery of audit actions assigned to you.</li> <li>• Deliver on objectives within the budget assigned to you.</li> <li>• Ensure shop complies with Shop Merchandising and Ticketing Standards</li> <li>• Actively participate with Area Support Manager in shop business plan development and actions arising from such.</li> </ul>
<b>Operations</b>	<ul style="list-style-type: none"> <li>• Achieve shop performance goals through managing the following shop functions:             <ul style="list-style-type: none"> <li>○ Merchandising and Presentation</li> <li>○ Financial Management and Reporting</li> <li>○ OH&amp;S and Risk Management</li> <li>○ Security/Shrinkage/Technology</li> <li>○ Customer Service and Training</li> <li>○ Sales/Marketing/Advertising/Promotions</li> </ul> </li> <li>• Establish Shop Management team, conduct monthly meetings and develop leadership capability that enables them to operate autonomously.</li> <li>• Foster a strong customer service culture within the shop with all team members</li> <li>• Ensure that the shop is opened and closed in line with procedures including financial and security responsibilities</li> <li>• Assist in the distribution of clothing and goods to Assistance recipients as per procedure and ensure accuracy in its recording</li> <li>• Cooperate with the Area Support Manager in implementing a stock control system for the Society's donated goods and support the program after implementation</li> <li>• Provide support to the Area Support Manager regarding property maintenance at the shop</li> </ul>



<b>Asset Management</b>	<ul style="list-style-type: none"> <li>• Monitor and regularly report to the Area Support Manager on matters of security in the shop and recommend strategies to protect the Society's assets</li> <li>• Manage and ensure compliance with prescribed cash register procedures and provide all necessary documents as requested</li> <li>• Immediately advise Area Support Manager where an instance of, or a concern that there may be misappropriation of monies or goods occurring or possibly occurring. Follow resolution process as advised.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Use SMT meetings to effectively liaise with Regional Council Presidents and Conference members as required to foster a united and cohesive approach to our services</li> <li>• Be proactive in taking a leadership role in projects and events that contribute to the Retail division and/or influences organisational culture.</li> <li>• All other tasks as required to fulfil the objectives of the team and organisation.</li> </ul>

**POSITION CONTACTS**

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
Area Support Manager	Internal	<ul style="list-style-type: none"> <li>• Line Manager</li> </ul>
Retail Management and Support Team	Internal	<ul style="list-style-type: none"> <li>• Retail Management and Support</li> </ul>
Shop Managers	Internal	<ul style="list-style-type: none"> <li>• Peers – support and collaboration</li> </ul>
Shop employees and volunteers	Internal	<ul style="list-style-type: none"> <li>• Direct Reports</li> </ul>
Support teams including Transport, Warehouses, HR, ICT, Finance, Facilities, Marketing & Fundraising	Internal	<ul style="list-style-type: none"> <li>• Support and advice</li> </ul>
Service Development	Internal	<ul style="list-style-type: none"> <li>• Customers / recipients of our service</li> </ul>
Conferences	External	<ul style="list-style-type: none"> <li>• Facilitate SMT participation by RCP or Conference rep</li> <li>• Partner to provide services to people we serve</li> </ul>



People we serve	External	<ul style="list-style-type: none"> <li>Recipients of our service</li> </ul>

**DELEGATIONS OF AUTHORITY**

You will be required to work within the delegations of authority policy.  
Shop Petty Cash/Credit Card up to \$500.00.

**INHERENT PHYSICAL REQUIREMENTS**

This role is physically demanding and requires the incumbent to lift and carry as well as be standing and walking for long periods of time; push a trolley, stack shelves and racks.

**KEY REQUIREMENTS**

**Qualifications**

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

**Skills**

- Retail management experience with a real focus on people
- Strong time management skills, including ability to meet deadlines
- Ability to build rapport and influence others
- Excellent communication skills with a large range of stakeholders
- Ability to manage competing priorities, tasks and overall expectations
- A solutions focused creative mindset
- An ability to resolve conflict and disputes
- Strong attention to detail
- Effective judgement & decision making

**Knowledge / Experience**

- Demonstrated experience in retail sales, merchandising and stock rotation
- Demonstrated understanding of stock control management
- Demonstrated experience leading and engaging people (a team) to achieve objectives
- Experience in supporting performance through training and development
- Proven retail leadership experience with a drive to succeed and achieve results
- Proven success in analysing and managing reports to drive performance and results
- Demonstrated experience in working autonomously, whilst part of a larger team environment
- Experience leading volunteers (preferred)

**Competencies**

- Safety
- Customer Focus
- Leading through Vision & Values



- Building a Successful Team / Developing Others / Coaching
- Delegating Responsibility
- Managing Conflict
- Initiating Action / Decision Making
- Adaptability
- Work Standards
- Maintains stable performance under pressure

**Attributes**

- A real passion for delivering incredible customer service
- A “Can do” proactive attitude and positive team spirit
- Behaves in an ethical and professional manner at all times
- Leadership, courage and resilience
- Outcomes driven
- 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

**INHERENT PHYSICAL REQUIREMENTS**

Following is a table that outlines the main physical and psychological requirements of the position.

Activity	Frequency			
	Rarely	Sometimes	Often	Always
Standing / walking for extended periods.				x
Push / Pull / Manipulate – up to 120kg cages on wheels when fully loaded. 15kg when empty.			x	
Push / Pull / Manipulate – up to 105kg bales Roll / pull / push		x		
Lift / Carry / Drag– up to 15kg bags			x	
Lift / Carry – Boxes to 15kg		x		
Push / Pull / Manipulate – Furniture – chairs / beds / couches / wardrobes in pairs utilising equipment			x	
Loading / Unloading – Empty donation tub			x	
Manage demanding and changing workloads and competing priorities.			x	
Liaise with members of the public, your fellow members, team leader and manager, as well as various stakeholders within the Society			x	
Interact with members of the public				x
Interact with members of the public who could display verbal or physically challenging behaviour.		x		
Working towards achieving KPIs				x
Undertake administrative tasks which may include the following: computer work, writing reports,		x		



participating in meetings, concentrating for long periods of time, managing resources and budget.				
Work in buildings which may be two-storey.	x			
Work in different geographic locations.	x			

**Please note:** You may be permanently transferred to another location from time to time at the discretion of St Vincent de Paul Society, having regard to issues including travelling time to and from your residential address. On occasion you will be required to work on a Saturday or Sunday. This will be discussed in consultation with the Area Support Manager.

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.