



POSITION DESCRIPTION

Position Title:	Duty Manager
Location:	Shops
Reporting to:	Shop Manager
Direct Reports:	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.

Duty Manager



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 Duty Manager will support the Shop Manager in all operations of the shop and assist in recruiting, leading, managing and motivating the volunteer team. The Duty Manager will manage the shop and train volunteers in retail procedures.

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 the Shop Manager; recruit, develop and retain a skilled and motivated team • Actively foster a cohesive and engaged culture with our mission at its centre • Effectively deal with conflict situations using appropriate interpersonal styles • Support a learning culture and provide assistance to the Shop Manager in providing development opportunities to the team • Communicate effectively with your team through regular team and individual meetings • Provide team leadership in decision making with regard to customer and team enquiries ensuring relevant procedures and policies are adhered to.
Safety	<ul style="list-style-type: none"> • Take reasonable care for your own safety and that of others that may be affected by your actions or lack of actions • Identify and report hazards within 24 hours of them occurring on the incident reporting system • Manage day to day risks in line with policy and procedures
Planning, Compliance and Budgets	<ul style="list-style-type: none"> • 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. • Ensure that all activity within your scope of responsibility is ethical and compliant with legislation, regulation and organisational policies • Ensure shop complies with shop merchandising and ticketing standards



	<ul style="list-style-type: none"> • Deliver on audit actions assigned to you. • Deliver on objectives within the budget assigned to you.
Operations	<ul style="list-style-type: none"> • Assist to achieve shop performance goals through assisting to manage the following shop functions: <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 • Foster a strong customer service culture within the shop with all team members • Ensure that the shop is opened and closed in line with procedures as directed by the Shop Manager • Provide regular feedback to the Shop Manager • Assist in the distribution of clothing and goods to Assistance recipients as per procedure and ensure accuracy in its recording • Cooperate with the Shop Manager in implementing a stock control system for the Society's donated goods in the shop and support the program after implementation • Provide support to the Shop Manager regarding property maintenance at the shop
Asset Management	<ul style="list-style-type: none"> • Lead by example by complying with prescribed cash register procedures and provide all necessary documents as requested • Immediately advise Shop Manager where an instance of, or a concern that there may be, misappropriation of monies or goods occurring or possibly occurring.
Other	<ul style="list-style-type: none"> • All other tasks as required to fulfil the objectives of the team and organisation.

POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
Area Support Manager	Internal	<ul style="list-style-type: none"> • Retail Management and Support
Retail Management and Support Team	Internal	<ul style="list-style-type: none"> • Retail Management and Support
Shop Managers	Internal	<ul style="list-style-type: none"> • Line Manager



Shop employees and volunteers	Internal	<ul style="list-style-type: none"> • Direct Reports
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

DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.
Shop Petty Cash/Credit Card up to \$100.00.

KEY REQUIREMENTS

Qualifications

- Accreditation in Retail Operations/ Management (preferable)

Skills

- Retail leadership experience with a real focus on people
- Strong time management skills, including ability to meet deadlines
- Excellent communication skills with a large range of stakeholders
- Ability to manage competing priorities, tasks and overall expectations
- Ability to work well under pressure

Knowledge / Experience

- Experience in retail sales, merchandising and stock rotation
- Understanding of stock control management
- Experience leading and engaging people (a team) to achieve objectives



- Experience in working autonomously, whilst part of a larger team environment.
- Strong customer service orientation

Competencies

- Safety
- Customer Focus
- Planning & Organising
- Decision Making
- Quality Orientation
- Contributing to Team Success
- Managing Conflict

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

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.