

Position title	ReStore Coordinator	Reference	
Reporting to		Location	Darwin
Division	Corporate Services	Section	ReStore
Approved	Executive Manager Corporate Services	Date	August 2019

Organisation Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. We demonstrate our values of Hope, Kindness, Respect, Fairness and Integrity through strength-based and trauma informed practice, cultural respect, child safety, social justice, community development and partnerships. Anglicare NT was formed by the Anglican Diocese of the NT to respond to the social needs of our diverse communities.

Purpose of the Position

The ReStore Coordinator will be responsible for the efficient day-to-day retail operations of an Anglicare NT ReStore site including the supervision of rostered staff, unpaid staff from community programs (such as NT Corrections or Work for the Dole placements) and Anglicare NT volunteers.

Selection Criteria

Position specific requirements

1. Demonstrated working experience as a Retail Coordinator responsible for the supervision of staff.
2. Demonstrated ability to meet sales and revenue targets in a retail environment.
3. The ability to be a self-starter, work efficiently and accurately with limited supervision.
4. High level of discretion and sound judgment with confidential and sensitive information.
5. The ability to provide excellent customer service and build strong relationships with the relevant key stakeholders.
6. Intermediate computer skills including Microsoft Word, Excel and Outlook.
7. High standard of numeracy with the ability to record quality data.
8. Having worked in an opportunity retail shop environment is desirable.

General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
3. Northern Territory Working with Children Clearance (Ochre Card).
4. National Police Criminal History Report (less than three months old) with acceptable outcome.
5. Ability to meet 100-point ID and additional visa / overseas work compliance measures.
6. Northern Territory Driver's Licence.
7. First Aid Certificate (or willingness to obtain within agreed timeframe).

Key Responsibilities

1. Effectively supervise the day-to-day staffing of a ReStore store (employees and volunteers) including assisting in recruitment activities, orientation of new staff/volunteers, staff rostering, completion of the Employee Review and Development (ERD) process with direct reports and staff performance management.
2. Ensure the store operations are operating effectively and efficiently and in line with established policies, procedures and guidelines.
3. Ensure cash register operations, Eftpos processes, invoicing and banking preparations are accurate.
4. Monitor daily/weekly sales targets and other Key Performance Indicators as required and report as required.
5. Monitor stock levels and the flow of stock to ensure sales are maximised and priced appropriately.
6. Establish and maintain positive and professional relationships with key partners and stakeholders.
7. Ensure the presentation of the store including back of house areas are neat, tidy and safe.

General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment.
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).