

POSITION DESCRIPTION STORE COORDINATOR

OVERVIEW

Program:	Op Shops
Reports to:	Area Coordinator
Supervise:	Retail Assistants, Volunteers
Date of Last Review:	June 2017
Classification:	Retail Employee Level 8 Sacred Heart Mission Enterprise Agreement 2013 or subsequent Agreements

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

The mission currently operates ten opportunity shops. The op shops provide over a third of Sacred Heart Mission's operating income. Various programs are reliant on the op shops as their major source of funding. This level of income is only possible due to the generous donations received from the community and the customers who shop in our stores. The number of op shops and the level of income is expected to grow over the next 10 years.

PURPOSE OF THE POSITION

The purpose of this position is to oversee the daily operations of the op shop store. The role is responsible for meeting budgets, stock management and customer satisfaction, with an emphasis on optimise sales and revenue. The position involves developing managing and retaining a committed and supportive team of staff and volunteers.

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KEY RESPONSIBILITIES

Accountability	Major Activities
Stock Control	<ul style="list-style-type: none"> ▪ Be aware of stock requirements and ensure that needs are met. ▪ Communicate with other Store Coordinators to minimise excessive stock and maximise stock requirements between op shops. ▪ Sort and price stock to agreed standards in a timely and effective manner. ▪ Dispose of unwanted goods in a safe and timely manner. ▪ Be aware of designer and vintage wear, as well as collectibles and valuables, and price to optimise returns. ▪ Manage markdowns; rotate stock as required. ▪ Minimise theft. ▪ Once sold, turnover furniture and other large items as promptly as possible and replace with unsold items.
Customer Service	<ul style="list-style-type: none"> ▪ Provide customer service to donors and customers. ▪ Be aware of SHM's services and refer enquiries to appropriate people when necessary. ▪ Respond to any complaints in a courteous and timely manner.
Supervision	<ul style="list-style-type: none"> ▪ Ensure supervision is conducted with relevant staff. ▪ Attempt to resolve any conflicts as they arise, or seek guidance to do so. ▪ Through example, on-site training and availability, manage and support both staff and volunteers. ▪ Develop a productive and respectful working relationship with staff and volunteers. ▪ Ensure staff and volunteers adhere to all relevant volunteer, SHM and op shop specific policies and procedures.
Presentation	<ul style="list-style-type: none"> ▪ Visual merchandising, window dressing and the general presentation and safe maintenance of all areas of the store. ▪ Assist in keeping the store, merchandise and fixtures clean –

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	<p>this will involve vacuuming, dusting, cleaning of amenities and appliances.</p> <ul style="list-style-type: none"> ▪ Ensure sorting and storage rooms are maintained in a safe and tidy manner.
Operations	<ul style="list-style-type: none"> ▪ Opening and closing premises. ▪ Manual Handling. ▪ Manage staff and volunteer rosters. ▪ Highlight and log maintenance issues in a prompt manner. ▪ Ensure stationery and procedural requirements are met, and minor fittings maintained. ▪ Correct cash register procedures, cash register balancing, cash handling, banking and record keeping. ▪ Manage sales and profit to budget. ▪ Ensure courteous and timely communication with other staff and volunteers. ▪ Adhere to all the SHM and op shop policies and procedures; maintain confidentiality and privacy in all matters relating to staff, customers, procedures and security. ▪ In consultation with the Op Shops Marketing Coordinator, develop marketing strategies to promote the op shops and encourage donations and customers. ▪ Regularly meet with, and report to the Area Coordinator. ▪ Build and maintain relationships with regular customers, donors and local businesses.
Management	<ul style="list-style-type: none"> ▪ Attend Coordinator, Team and Business Services Meetings and participate in the management of the op shops through involvement in the op shop and Business Services team. ▪ Contribute to a workplace environment that supports staff, volunteers, develops teamwork and ensures the provision of quality and innovative service for op shop customers and donors. ▪ In conjunction with the Area Coordinator, develop and implement a positive and consistent leadership culture within

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	SHM.
OH&S	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions
RISK	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
CQI (Continuous Quality Improvement)	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

MANDATORY REQUIREMENTS

- A current Criminal Records Check
- A current Victorian Working with Children Assessment Notice
- Valid driver's license to drive in Australia

QUALIFICATIONS

Essential

- Certificate III in Retail, or above

Desirable

- Manual handling training
- Fire Warden training
- Occupational Health and Safety training
- Visual Merchandising Training

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KEY SELECTION CRITERIA

- Excellent communication skills, both verbal and written.
- High level interpersonal skills, with a demonstrated capacity to work collaboratively with others and exercise influence in a diversity of contexts.
- Ability to participate collaboratively and constructively within teams of peers, staff and other stakeholder, as well we initiative and effective personal judgement with working alone.
- Proven ability to manage, supervise and provide leadership to a small team.
- Demonstrated experience in establishment and management of models for retail operations.
- Strong alignment with the values of Sacred Heart Mission.

APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES