

Position Description

Retail Store Manager



Position	Retail Store Manager
Team	Social Enterprise
Role Classification	General Retail Award level 8
Employment Type	Full Time/Part Time, Fixed Term
Hours	38 hours per week (5 days) per week
Location	Opportunity Shops Bayside <i>From time to time the incumbent may be requested to work from, or be based at, other Family Life sites.</i>
Reports To	Social Enterprise Coordinator
Effective Date	September 2024

Overview of Program

Family Life operates a number of opportunity shops and a warehouse, with the purpose of raising funds for the organisation, and enabling Family Life to provide quality services to children, young people and families within the community. The opportunity shops and distribution centre are supported by a team of dedicated volunteers and the social enterprise program is a key element of Family Life's approach to building capable and supportive communities.

Position Objective

The Retail Store Manager position is responsible for the effective and efficient management of store objectives and to ensure operational efficiencies are met. The position is also responsible for ensuring shop volunteers and employees are supervised and supported in line with the Family Life Way. Creating a safe, fun, happy environment for customers and volunteers.

Key Responsibilities

The key responsibilities include but are not limited to:

- Provide and maintain high levels of customer service.
- Ensure store revenue & profit targets are achieved through revenue growth and in line with the annual budget.
- Ensure the store is efficiently and effectively managed, including compliance with relevant policy, procedure and standards.
- Maintain and improve store layout and merchandising in a visually appealing manner whilst ensuring OHS requirements are met.
- Cash handling and banking in line with Family Life policies and procedures.
- Manage store inventory including rotation of stock.
- Delegate day to day operations of the store to volunteers and team members.
- Accurate daily reporting
- Actively work with the Volunteer Management team, to ensure cooperative working relationships with volunteers through ongoing coaching, communication and early intervention on people related issues.
- Implement VIP nights, morning teas, fun promotions and be part of organising two events per year.

Key Selection Criteria

1. Demonstrated retail management experience, ideally in apparel or homewares.
2. Demonstrated people management skills, including the ability to manage complex and challenging situations.
3. Demonstrated stakeholder engagement skills, including strong verbal and written communication skills.
4. Ability to implement successful sales strategies.
5. Ability to run promotions
6. Strong time management skills, with the ability to work effectively under pressure and manage priorities, targets
7. Ability to embrace new technology to enhance productivity and effectiveness.
8. Information technology skills, including proficiency in Microsoft Office suite, CRM and point of sales system.

The Family Life Way

Our six principles are at the heart of the work that we do at Family Life, they inspire us to achieve the best results for our clients and the communities we serve. The principles exemplify our commitment to support our people to produce quality services and outcomes.

<p>Create Safety</p>  <ul style="list-style-type: none"> • Safety for Clients and Peers • Respect, Empowerment & Well-being • Be Supportive • Be Kind 	<p>Celebrate Difference</p>  <ul style="list-style-type: none"> • Welcome Diversity • Celebrate Difference Of Ideas • All Community Members are Welcome at Family Life • Share Knowledge and Experiences 	<p>Be Bold</p>  <ul style="list-style-type: none"> • Fail Forward • Lead By Example • Ask Why? • Ask for Feedback and Self-Reflect
<p>Be Real</p>  <ul style="list-style-type: none"> • Be the Best Version of Yourself • Admit What You Don't Know • Have the Hard Conversations, Respectfully • Be Open and Honest 	<p>Dream Big</p>  <ul style="list-style-type: none"> • Have Stickability - Persistence • Think differently, Innovatively • Be Adaptable • Plan and Prioritise 	<p>Embrace Everyone</p>  <ul style="list-style-type: none"> • Many Voices, One Purpose - To Transform Lives for Stronger Communities • Collaboration • Partnerships • Be Inclusive and Encourage Participation



Additional Information

- Family Life is a youth and child safe organisation. We value, respect, and listen to children and young people.
- All offers of employment are subject to a satisfactory Working with Children Check and Police Records Check.
- Family life operates across multiple sites therefore it is essential that all employees hold a current Driver's License.
- Family Life offers generous Salary packaging benefits.
- All offers of employment at Family Life are subject to a six month probationary period.
- Family Life is committed to providing a safe, healthy and friendly working environment.
- We pride ourselves on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.
- We expect all Family Life employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.