

Position Description

Retail Administration Officer

Position	Retail Administration Officer
Team	Social Enterprise
Role Classification	General Retail Industry Award Level 8
Employment Type	Part Time, Permanent
Hours	22.8 hrs per week 0.6 Full Time Equivalent
Location	Moorabbin and other Opportunity Stores as required From time to time the incumbent may be requested to work from, or be based at, other Family Life sites.
Reports To	Head of Retail
Effective Date	September 2024

Overview of Program

Family Life has been working with vulnerable children, families and communities since 1970. At the core of our organisation is our vision to build capable communities, strong families and thriving children.

As an organisation we celebrate diversity and inclusion. We value, respect, and listen to people who are culturally and/or linguistically diverse, gender and sexually diverse and people with a disability.

Position Objective

The Retail Administration Officer is a Part Time, Permanent role based at Family Life's Moorabbin Distribution Centre and provides administrative support to the Head of Retail (HOR) and Social Enterprise Coordinator/s (SECO) ensuring the smooth functioning of the social enterprise department.

This role requires a proactive and organized individual, with excellent communication skills to focus and assist in the effective administrative tasks and daily operations of the social enterprise department.

Key Responsibilities

The key responsibilities include but are not limited to:

- **Administration Support:** providing administrative support with a high level of attention to detail, strong organizational skills, proficiency in research and data analysis tools, and the ability to communicate findings effectively to support decision-making at the highest levels of the department.
- **Project Management:** Support the HOR and SECO's in the coordination of planning, monitoring sales progress, tracking deadlines and deliverables against retail project plans.
- **Document Preparation:** Assisting in the preparation of various reports such as financial reports, progress reports, and presentations. Tasks may include gathering data, formatting documents, proofreading, and ensuring deadlines are met.
- **Financial Administration:** Responsible for administration support of store financial tracking, including petty cash reporting, sales targets and expenses against budget and the collation of monthly data to HOR.
- **Event Coordination:** Support events such as but not limited to: strategic planning days, team building days and VIP nights. Collating and tracking costs against budget forecasts.

- **Retail Portfolio Support:** Work collaboratively with store managers and provide administration support when needed, reimbursements, petty cash, OHS reporting and end of financial year reporting.
- **Workplace Wellbeing:** Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and Family Life's occupational health and safety (OHS) policies and procedures. Contribute to a strong workplace culture based which supports creativity, innovation and effective working partnerships.
- **Systems:** Use Salesforce for data reporting.

Key Selection Criteria

1. Highly developed administration, organisational, interpersonal, and communication skills with the ability to interact positively with store managers and other social enterprise stakeholders.
2. Excellent organisational and time management skills.
3. Attention to detail, with advanced presentation and report preparation ability.
4. Strong information technology skills and ability to learn new software. Experience with Microsoft Office and Google G Suite is essential. Experience with CMSs and CRMs (particularly Salesforce) will be looked upon favourably.
5. Ability to prioritise and plan work ensuring one is able to meet deadlines.
6. Demonstrated ability in improving administrative systems and processes.
7. A full current Victorian Drivers Licence.
8. Enthusiastic with a positive, can-do attitude and commitment to the Family Life Way.

The Family Life Way

The six behaviours of **The Family Life Way** are at the heart of the work that we do; they inspire us to achieve the best results for our clients and the communities we serve. The Family Life Way exemplifies our commitment to supporting our people to produce quality services and outcomes.

Create Safety



- Safety for Clients and Peers
- Respect, Empowerment & Well-being
- Be Supportive
- Be Kind

Celebrate Difference



- Welcome Diversity
- Celebrate Difference Of Ideas
- All Community Members are Welcome at Family Life
- Share Knowledge and Experiences

Be Bold



- Fail Forward
- Lead By Example
- Ask Why?
- Ask for Feedback and Self-Reflect

Be Real



- Be the Best Version of Yourself
- Admit What You Don't Know
- Have the Hard Conversations, Respectfully
- Be Open and Honest

Dream Big



- Have Stickability - Persistence
- Think differently, Innovatively
- Be Adaptable
- Plan and Prioritise

Embrace Everyone



- 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 that values, respects, and listens 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 Victorian 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.
- Family Life prides itself on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.
- Family Life expects all employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.