POSITION DESCRIPTION – MANAGER

Position Title	Store Manager	Department	Engagement and Support
Location	Retail Stores Various *Flexibility to work across multiple stores as required*	Direct/Indirect Reports	Various staff and volunteers
Reports to	Area Manager *(Regional Operations Manager in absence of Area Manager)*	Date Revised	July 2018
Industrial Instrument	Retail (General) Industry Award		
Job Grade	Job Grade 3		

■ Sub-Delegation

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

■ Position Summary

The purpose of the Store Manager role is to manage the strategic and operational aspects of an Australian Red Cross retail store. Supported by the Area Manager, the Store Manager is responsible for driving sales to achieve targets through clear direction and an engaged workforce, ensuring a positive customer experience and engaging with the local community.

■ Position Responsibilities

Key Responsibilities

Sales and Customer Service

- Provide and maintain high levels of customer service in line with Australian Red Cross customer service standards.
- Ensure store revenue & profit targets are achieved through revenue growth and managing controllable expenses.
- Pro-actively and in conjunction with the Area Manager, develop, drive and support local and national marketing campaigns and promotional activity within the store e.g. VIP events to drive both sales and donation activity.
- Regularly visit local competitors to identify sales opportunities/Price points and provide feedback to Area Manager.
- Ensure Australian Red Cross service information is readily available to customers and teams.
- Promote who and how Red Cross helps and act as an ambassador within the community
- Manage customer complaints and provide a solution, including approving exchanges and refunds if required.

Position description
Template authorised by: Janice Murphy, National Recruitment Manager
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page 1 of 4

People Management

- Lead, maintain and actively work to ensure co-operative working relationships within the workforce team through ongoing coaching, communication and early intervention on people related issues.
- Ensure full staff coverage for store opening hours. Maintain and communicate the team member roster and any subsequent changes.
- Ensure support and training, including the retail induction program, is provided to workforce members for both personal development and operational efficiency.
- Liaise with Area manager & VLO for recruitment, retention & recognition strategies.
- Actively seek new volunteers through recruitment activities.
- Provide feedback both ongoing and via formal performance reviews to develop and maintain performance of teams and individuals.
- Hold regular team meetings with a minimum of every 2 months.

Store Operations

- Adhere to and maximise set trading hours utilising the opening and closing checklist.
- Organise and delegate tasks to team members to ensure the smooth operation of the store.
- Ensure all team members are regularly communicated with via access to policy & procedures, newsletters & forms. Seek workforce members contributions to the Retail newsletter
- Maintain high standards of Visual Merchandising [VM] throughout the store as per the VM Standards.
- Provide support to the retail team through assisting at new store openings as required.
- Follow a strategic plan to actively drive stock donations e.g. over the counter, events etc.
- Where possible, develop relationships with local businesses to source donations
- Regularly communicate stock requirements to the Area Manager to maintain sustainable stock levels.
- Process stock accurately and as per the stock management procedures prior to placing on the shop floor for sale e.g. pricing and ticketing.
- Ensure a safe and healthy work environment for all staff and customers
- Ensure all money is banked daily and accurately
- Manage controllable store expenses.

Compliance

- Ensure they and all their staff and volunteers comply with the Stock Management, Visual Merchandising, Loss Prevention, Finance, Sales and Customer Service, Store Operations and People Management obligations as contained in the Retail Policies & Procedures Manual
- Ensure effective management and resolution of client, employee, volunteer and management issues, grievances and complaints in line with Red Cross Policy and legislative obligations
- Promote a proactive approach to the management of WHS issues and ensure implementation of the Red Cross WHS plan/strategy and Policies and Procedures and with support of retail Property Manager, ensure plans for corrective actions are followed through on
- Ensure all, direct and indirect reports are aware of, trained and comply with the Red Cross Child Protection Policy
- Maintain confidentiality and privacy in matters relating to the team, customers, procedures and security in line with the Red Cross Privacy Policy and obligations.

■ Position Selection Criteria

Technical Competencies

- High level of organisational and problem solving skills.
- High attention to detail.
- High customer service orientation and superior interpersonal skills
- Excellent written and verbal communication skills.
- Sound presentation and visual merchandising skills.
- Ability to maintain an awareness of current fashion trends and brands.
- Ability to coach, manage and empower a team to achieve results.
- Ability to stimulate and support learning in a retail environment.
- Proven reliability and punctuality with a positive can do attitude.

Qualifications/Licenses

- A NT Working with Children check is a mandatory requirement for this role.

Behavioural Capabilities

- **Personal effectiveness | Achieve results |** Demonstrated ability to coach and support teams to achieve the results committed to. Accepts responsibility for ensuring team goals are achieved. Ability to manage changing circumstances and potential challenges.
- **Personal effectiveness | Solving problems |** Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.
- **Organisational effectiveness | Focussing on clients |** Proven track record in ensuring a high quality service is provided by the team to internal and external clients and stakeholders. Actively seek and respond to client issues and measure effectiveness.
- **Organisational effectiveness | Valuing voluntary service |** Demonstrated commitment to supporting and developing volunteers. Understanding of the benefits of voluntary service and ensure meaningful roles for volunteers as well as providing value to clients, communities and the organisation.
- **Organisational effectiveness | Thinking strategically |** Demonstrated understanding of key drivers of success within teams to enable achievement of organisational goals. Ability to think and plan goals in the long term as well as the present.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:

  Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality

- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements

- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters