

Sorting Area Supervisor

Position Description

Directorate:	Commercial Enterprise, Fundraising and Communication
Reports to:	Store Manager
Direct reports:	NIL
Location:	Wagga Wagga
Primary position objective:	Supervise the sorting and pricing of goods for distribution to Vinnies retail stores.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Commercial Enterprise, Fundraising and Communications Directorate. The teams within the directorate and their functions are:

Fundraising: this team is responsible for state-wide corporate partnerships, community fundraising and events; major gifts and philanthropy; gifts in wills and estates; direct marketing and appeals; and fundraising development.

Communications and Marketing: this team is responsible for state-wide brand and creative services; external communications; issue management; marketing; digital communications and digital fundraising.

Retail and Logistics: this team is responsible for state-wide retail service delivery; logistics and supply chain network; and retail projects.

Commercial Enterprises: this team is responsible for state-wide recycling and sustainability initiatives; Container Deposit Scheme (CDS); and new commercial enterprises.

Accountabilities and responsibilities

The Sorting Area Supervisor will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Supervise the appropriate pricing of clothing for the Vinnies retail stores.
- Supervise the sorting system according to the Society's policies and procedures.
- In conjunction with the Driver, plan and coordinate the delivery of stock to Vinnies retail stores.
- Coordinate the re-sorting and storage of excess stock from Vinnies retail stores.
- Prepare goods for associated centres and Vinnies retail stores in conjunction with the Driver and at the direction of the Store Manager.
- Ensure sorting equipment is maintained in a good working condition.
- Ensure the appropriate level of consumables are maintained, i.e. coat hangers, tags etc.

- Liaise with the Store Manager for re-stocking of consumables.
- Identify and address all WHS issues for the sorting area.
- Ensure the sorting area is generally clean.
- Assist the Store Manager with the operation of the sorting area and fulfil the manager's obligations in this area in the manager's absence.
- Plan workflow on a weekly basis or at other times as appropriate.
- Ensure rosters are drawn up and implemented for volunteers and work for the dole.
- Provide employment agencies with the correct documentation for all of the work for the dole candidates as the registered supervisor.
- Perform any other duties as directed by the Store Manager.
- Supervise the sorting team with sorting of quality goods (clothing, bric-a-brac, toys, linen and accessories) for supply to Vinnies retail stores.
- Train and supervise all volunteers in the operation of all sorting equipment, processes and procedures.
- Train and supervise new 'Sorting' volunteers.
- Process internal and external customer orders and ensure timely delivery of goods to Vinnies retail stores.
- Provide excellent customer service.
- Cleaning
- Maintain a clean and safe environment in the storage area to comply with Workplace
- Health and Safety standards.
- Dispose of rubbish as directed.
- Train and supervise new 'Sorting' volunteers, conduct orientation.
- Attend training courses as directed.
- Contribute to a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that staff and volunteers complete relevant pre-engagement checks (National Criminal History check, and where required Working With Children Check); act in accordance with the organisation's Code of Conduct and Member and Volunteer Charter; and comply with the organisation's Workplace Health and Safety program.
- Contribute to the effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Stock is shop quality standard and priced in accordance with Vinnies pricing structure.
- Staff and Volunteers are trained and skilled in sorting.
- Sorting equipment is maintained and 100% operational.

Key working relationships

In addition to the Store Manager and their direct reports, the Sorting Area Supervisor, will foster close working relationships with:

- Manager, Recycling and Sustainability (Commercial Enterprise, Fundraising and Communications);
- Retail Store Managers (Commercial Enterprise, Fundraising and Communications);

- Warehouse Supervisors (Commercial Enterprise, Fundraising and Communications);
- Transport Supervisors (Commercial Enterprise, Fundraising and Communications);
- Drivers (Commercial Enterprise, Fundraising and Communications).

Essential criteria

Critical capabilities

There are nine capabilities expected of all leaders across the Society:

- **'People we serve' centric:** (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 2) Enable collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 2) Support others to engage with, and adapt to change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 2) Encourage innovative behaviour to improve existing and new services and ways of working.
- **Financial acumen:** (Level 2) Enable others to use the Society's resources responsibly and keep expenses within budget.

Role-specific criteria

- Extensive experience in the sorting area.
- Demonstrate knowledge in clothing brands and prices.
- Strong leadership skills with the ability to build a positive, motivated and successful team.
- Experience in rostering and stock management.
- Friendly manner and good personal presentation.
- Self-motivated with the ability to work cooperatively with others.
- Excellent communication, organisation and problem-solving skills.
- Commitment to quality customer service.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- An understanding of the Equal Employment Opportunity principles and the Workplace Health and Safety Act.