

Store Manager

Position Description

Directorate	Commercial Enterprise, Fundraising and Communications
Reports to:	Area Manager
Direct reports:	Shop Supervisor Shop Assistant
Location:	Various locations across NSW.
Primary position objective:	Accountable for the daily operation of the store and ensure staff, volunteers, customers, welfare clients, stock, financial handling and reporting, Work Health and Safety, merchandising, store appearance and cleanliness are managed in accordance with St Vincent de Paul Society, NSW policies and procedures.

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; internal and 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 Store Manager will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Manage the store budget and ensure all financial targets are achieved.
- Ensure all day-to-day transactions are compliant with the Societies policies and procedures.
- Ensure banking is conducted daily and variances greater than \$5.00 are reported to the Area Manager.
- Ensure the store is sufficiently staffed at all times to meet the needs of the business and the people we serve.
- Manage staff/volunteer engagement; including selection, orientation and on-the-job training in all facets of the store operation.
- Ensure staff and volunteer grievances are dealt with promptly and professionally.
- Ensure all welfare clients presenting vouchers are dealt with in a professional, confidential and friendly manner and all associated paperwork is reconciled by month end.
- Ensure sufficient stock levels are maintained.
- Ensure displayed stock is:
 - Of high quality.
 - Priced in accordance with St Vincent de Paul pricing guidelines.
 - Merchandised in accordance with guidelines;
 - Appropriate for the time of the year;
 - Rotated on a monthly basis using the current system.
- Ensure the team is demonstrating good customer service in all dealings with customers and that customer's needs are being met at all times.
- Ensure customer feedback and any complaints are dealt with promptly and professionally.
- Encourage volunteers to interact with customers to ensure their needs are met.
- Ensure a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Store budgets and financial targets are met or exceeded.
- Store team is working efficiently and providing exceptional customer services.
- Minimal stock levels are maintained and merchandising is attractive and appealing to the customer.

Key working relationships

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

- St Vincent de Paul customers;
- Commercial Operations personnel including staff and volunteers.

Essential criteria

Critical capabilities

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

- **'People we serve' centric:** (Level 3) Manage the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 3) Manage teams and areas of work to align to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 3) Manage the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 3) Manage collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 3) Manage and mobilise resources to deliver change.
- **Team performance:** (Level 3) Manage and develop individuals and teams to deliver against Society's strategic priorities.
- **Digital engagement:** (Level 3) Manage virtual, dispersed teams and stakeholders using digital tools.
- **Innovation and improvement:** (Level 3) Facilitate an improvement in existing and new services, and ways of working.
- **Financial acumen:** (Level 3) Manage the team's resources, projects and services to deliver positive outcomes within budget.

Role-specific criteria

- Relevant tertiary qualification/s in business, management and/or demonstrated experience managing retail stores and meeting financial targets.
- Demonstrated 'Customer-centric' approach.
- Proven people management skills including leading, motivating, coaching and developing teams.
- Demonstrated negotiation and influencing skills and exceptional communication ability
- Ability to review and analyse business data and analytics to enable effective reporting and decision-making on operational performance.
- Demonstrated experience setting KPI's.
- Proven ability to analyse and merchandise stock to maximise sales.
- Ability to develop, mentor and motivate a dynamic team of employees and volunteers.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Retail fashion experience and an eye for styling and detailing.