

Cluster Manager, Retail –Metropolitan

Position Description

Directorate:	Commercial Enterprise, Fundraising and Communications
Reports to:	Area Manager, Retail
Direct reports:	Shop Assistant Volunteers
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW.
Primary position objective:	Provide leadership and direction to the hub shop and satellites within a specific cluster, to achieve business objectives in sales revenue, expense control, staff/volunteer development and WHS procedures and compliance.

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 Cluster Manager, Retail Metropolitan will:

- Ensure the successful implementation of the Strategic Plan within their team.

Store Operations

- Ensure shop presentation and merchandise displays are of a uniform high standard across the cluster
- Ensure any customer complaints are dealt with as quickly and efficiently as possible carrying out local investigations where necessary

- To review service levels in the cluster and enact measures which will lead to better customer service, whilst controlling costs
- Organise and attend meetings relevant to retail or achieving goals within the cluster or otherwise recommended by the Area Manager or Society

Leadership and People

- Ensure the store is staffed sufficiently at all times with an adequate number of workers to ensure customer satisfaction, welfare clients are receiving support and sales, merchandising and cleaning duties are being completed.
- Develop a plan to attract and maintain a team of capable volunteers to assist at all sites in the cluster
- Monitor and administer workers training. This includes staff/volunteer selection, orientation and on-the-job training in all facets of the shop operation.
- Generate and maintain good morale and cooperation of all workers through direction, leading by example and motivation.

Profit and loss Management

- To meet agreed sales and profit targets
- Demonstrate the ability to understand and critically analyse financial reports including P&L's, transaction listings, etc.
- Discuss financial performance with your Area Manager each week, month and quarter.
- Ensure all day-to-day transactions are compliant with the Societies policies and procedures.
- Maintain daily, weekly and monthly administration requirements in accordance with policy including the approval for payment, invoices for goods or services to shops within agreed limits.

Risk & Compliance

- Regularly audit the cluster for stock, cash and time (internal)
- Minimise the loss of stock, cash and resources through effective security measures (external)
- Ensure that the Society effectively safeguards children. 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.
- Ensure a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Complete assigned projects to a high standard and within agreed timeframes
- Maximise productivity through the effective allocation of resources
- Ensure all shops in the cluster are optimised on pricing and operational hours, including weekends and the rollout of new initiatives.
- Ensure a continuous growth in surplus of 10 per cent per annum
- Maintain retail margins above 36% based on state-wide gross revenue.
- Establish and implement recruitment and development plans for volunteers and staff to support performance and productivity.

Key working relationships

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

- Regional Directors (Membership, Volunteers and Regional Operations);
- Manager, Volunteer Experience (Members, Volunteers and Regional Operations)
- Director and Managers (Finance and Corporate Services)
- Directors and Managers (People and Culture, Payroll and Recruitment).

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.
- **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

- Relevant qualifications in Business or Retail Management with experience managing retail operations within a multisite environment
- Ability to negotiate, problem solve and manage conflict at a high level
- Sound analytical skills, demonstrate high organisational and planning skills
- Consistent, determined, tenacious and logical in the pursuit of results
- High level administration and computer skills, including the ability to effectively use MS Office programs e.g. Word, Excel and Outlook
- Exceptional people management skills including leading, motivating, developing and performance feedback with both staff and volunteers
- Exceptional communications skills both written and verbal with the ability to be persuasive and assertive
- High level of business and personal presentation

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Prior experience managing large dispersed teams
- Fashion retailing experience
- A record of managing project work