



## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Retail Assistant</b>
<b>Reporting to:</b>	Shop Manager
<b>Direct Reports:</b>	Nil

### ORGANISATIONAL CONTEXT

#### Our Vision

The Society aspires to be recognised as a caring Catholic charity offering ‘a hand up’ to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

#### Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

#### Our Values

- Commitment: Loyalty in service to our mission, vision and values
- Compassion: Welcoming and serving all with understanding and without judgement
- Respect: Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- Integrity: Promoting, maintaining and adhering to our mission, vision and values
- Empathy: Establishing relationships based on respect, trust, friendship and perception
- Advocacy: Working to transform the causes of poverty and challenging the causes of human injustice
- Courage: Encouraging spiritual growth, welcoming innovation and giving hope for the future

#### Our Services

The St Vincent de Paul Society’s members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; Compeer programs for people experiencing mental illness; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated ‘members’; all who volunteer their time to undertake a range of community support activities at a local level (‘conference’), semi-regional level (‘regional’), regional level (‘central’), and state level (‘state’). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.



## OUR CHILD SAFETY COMMITMENT

St Vincent de Paul Society (the Society) is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone’s responsibility and is at the centre of all that we do and every decision we make.

We have zero tolerance for child abuse or neglect.

We are committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect them. This includes but is not limited to the cultural safety of Aboriginal & Torres Strait Islander children, children from diverse cultural, linguistic, and/or religious backgrounds, children who identify as lesbian, gay, bisexual, transgender, queer, intersex, asexual (LGBTQIA), and children with a disability.

Whilst all Society programs and activities may not involve regular contact with children by members, volunteers and employees, it is the decision of the Society State Council that all Society programs and activities will be subject to the Child Safety Policy.

## PURPOSE OF ROLE

The Retail division has over 100 Vinnies shops in Victoria and they are the number one destination for affordable and pre-loved items. Everything our customers buy or donate inspires change in our local community.

The Retail Assistant will support the Shop Manager in all operations of the Shop.

## KEY ACCOUNTABILITIES

Key Accountability	Deliverables
<b>Contribute to the organisational culture</b>	<ul style="list-style-type: none"> <li>• Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society’s values are incorporated into all aspects of the performance of the role</li> <li>• Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace</li> <li>• Positively contribute to and influence organisational culture</li> <li>• Actively participate in activities that develop your personal and professional skills, knowledge and experience</li> <li>• Regularly attend and actively participate in all team / divisional and organisational meetings</li> <li>• Contribute to developing a culture of continuous improvement and respond positively to change</li> </ul>
<b>Operations</b>	<ul style="list-style-type: none"> <li>• Ensure that the Shop is opened and closed in line with procedures as directed by the Shop Manager.</li> <li>• Provide regular feedback to the Shop Manager</li> <li>• Ensure policies are complied with in the Shop</li> <li>• Supervise the activities of volunteers under the direction of the Shop Manager</li> <li>• Ensure that the Shop is operating within relevant legislative requirements including OH&amp;S, HR GST, FBT and the Fundraising Act as directed by the Shop Manager</li> <li>• Assist in the distribution of clothing and goods to recipients of</li> <li>• assistance as per procedure as directed by the Shop Manager</li> </ul>



	<ul style="list-style-type: none"> <li>Supervise the activities of volunteers under the direction of the Shop Manager</li> <li>Ensure that the Shop is operating within relevant legislative requirements including OH&amp;S, HR GST, FBT and the Fundraising Act as directed by the Shop Manager</li> <li>Assist in the distribution of clothing and goods to recipients of assistance as per procedure as directed by the Shop Manager</li> </ul>
<b>Finance</b>	<ul style="list-style-type: none"> <li>Cooperate with the Shop Manager in implementing a stock control system for the Society's donated goods in the Shop and support the program after implementation.</li> </ul>
<b>People and Culture</b>	<ul style="list-style-type: none"> <li>Promote and support a culture and work environment within the Shop that is positive, healthy safe and respectful for all Volunteers, staff, customers and Clients.</li> <li>Ensure compliance with all policies and procedures in addition to legal and legislative requirements regarding volunteer and employment matters</li> </ul>
<b>Communications</b>	<ul style="list-style-type: none"> <li>Immediately advise the Shop Manager where an instance of, or a concern that there may be, misappropriation of monies or goods occurring or possibly occurring.</li> </ul>
<b>Asset Management</b>	<ul style="list-style-type: none"> <li>Monitor and regularly report to the Shop Manager on matters of security in the Shop and recommend strategies to protect the Society's assets.</li> <li>Manage and ensure compliance with prescribed cash register procedures and provide all necessary documents as requested.</li> <li>Provide support to the Shop Manager regarding property maintenance at the Shop.</li> </ul>
<b>Accountability and Extent of Authority</b>	<ul style="list-style-type: none"> <li>Authority is to be exercised under the direction of the Shop Manager and within the boundaries of policies and procedures.</li> </ul>

#### POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
Area Support Manager	Internal	<ul style="list-style-type: none"> <li>Retail Management and Support</li> </ul>
Retail Management and Support Team	Internal	<ul style="list-style-type: none"> <li>Retail Management and Support</li> </ul>
Shop Managers	Internal	<ul style="list-style-type: none"> <li>Line Manager</li> </ul>



Shop employees and volunteers	Internal	<ul style="list-style-type: none"> <li>• Direct Reports</li> </ul>
Support teams including Transport, Warehouses, HR, ICT, Finance, Facilities, Marketing & Fundraising	Internal	<ul style="list-style-type: none"> <li>• Support and advice</li> </ul>
Membership and Development	Internal	<ul style="list-style-type: none"> <li>• Customers / recipients of our service</li> </ul>
Conferences	Internal	<ul style="list-style-type: none"> <li>• Partner to provide services to people we serve</li> </ul>
People we serve	Internal	<ul style="list-style-type: none"> <li>• Recipients of our service</li> </ul>

**DELEGATIONS OF AUTHORITY**

You will be required to work within the delegations of authority policy.

**KEY PERFORMANCE INDICATORS**

These will be developed by the Manager in consultation with the incumbent and will regularly be reviewed.

**KEY REQUIREMENTS**

**Experience – essential**

- Retail sales, merchandising and stock rotation
- Excellent customer service

**Attributes**

- Ability to work independently as directed by the Shop Manager
- Good communicator
- Time management skills and the ability to work within time frames
- Honest and reliability
- Willingness to learn

**Qualifications – preferred but not essential**

- Accreditation in Retail Operations

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.