

Position	Shop Manager	
Key Requirements (Qualifications, Skills, Knowledge and Experience)	<p>Essential Qualifications/Experience:</p> <ul style="list-style-type: none"> • Proven extensive experience in retail operations. • Demonstrated initiative, thinking and planning. • Strong relationship building, communication and analytical skills. • Skills in supervision, reporting and sales budgets. • Ability to multi-task, plan and manage people & processes to effectively achieve outcomes. • Demonstrated capacity to supervise paid staff and volunteer workforce. • Ability to implement legislation pertaining to Retail Operations and Work Health and Safety requirements. • Experience with EFTPOS and POS terminals. • National Police Check is required for all roles at LCM. • Physically fit to transfer donations (cartons and furniture) to transport and showrooms. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience or demonstrated capacity to work in an organisation adopting a Christian ethos. • First aid certificate (or willingness to obtain). • Working with Vulnerable People Card (or willingness to obtain). 	
Summary of Role (inc. Role Purpose)	<p>The position is required to manage the staff and operations of a Mission Shop in the delivery of quality goods and service. The employee will be required to develop positive working relationships with peers, management, the general public, stakeholders and other functional areas within the organisation.</p> <p>Primarily the Shop Manager will be responsible for: staff management of the nominated store, providing leadership to workers (paid and volunteer), oversight of cash management, security measures and staff training, facilitation of quality customer service, overseeing merchandising, maintaining and ordering stock, and management of multiple premises.</p>	
	Key Responsibilities	Key Performance Indicators (observable and measurable)
Management and Leadership	<ul style="list-style-type: none"> • Lead the Team Leaders and supervisors in achieving their sales targets and budgets. • Ensure systems for stock control (e.g., re-stock levels, rotation, removal of unsold goods, lay-bys, etc.) are implemented and managed effectively. • Develop strong and ongoing relationships and work in partnership with co-workers and other services within the City Mission as part of the ongoing involvement with supply of goods for benevolent purposes. • Offer support and direction to team members, settling staff disputes as 	<ul style="list-style-type: none"> • Regular achievement of sales targets and budgets including the control of costs. • Control of inventory including regular and accurate stock taking performed, adequate and saleable stock items readily on hand. • Assist with procurement of furniture and other items for resale at budgeted margins. • Participation in mandatory and other relevant service (internal & external) training is maintained. • Staff satisfaction surveys record positive trends, reducing any trend of staff complaints and conflicts.

	<p>quickly as possible in accordance with grievance and conflict resolution policies.</p> <ul style="list-style-type: none"> • Maintain staff morale, focus on training and skills levels at a high level. • Undertake annual performance review and assessment of all paid and unpaid staff who are direct reports. • Ensure all staff are appropriately inducted into the operations of Launceston City Mission. 	<ul style="list-style-type: none"> • Staff report feeling supported by Manager. • Systems in place to ensure staff are well trained. • Performance reviews take place in line with policy. • Appropriate information is communicated to and from the Operations Manager. • General and WHS orientations are completed by all staff during induction period.
<p>Customer Service</p>	<ul style="list-style-type: none"> • Ensure shop rosters are suitable, providing adequate and trained staff. • Provide in-depth product and service advice to staff and customers. • Oversee merchandise displays and store presentation. • Oversee operation of layby requirements. • Oversee operation of technology including EFTPOS and POS. 	<ul style="list-style-type: none"> • Sufficient staff and volunteers engaged to provide excellent service to clients. • Customers served efficiently and courteously. • Minimal customer complaints received. • Purchases are processed according to policy. • Laybys processed accurately according to policy. • Orders processed accurately. • Sales are processed efficiently and accurately. <p>Point of sale terminal is kept secure at all times.</p>
<p>Work Health and Safety</p>	<ul style="list-style-type: none"> • Develop a safe working environment for yourself, colleagues, clients and visitors by applying WHS principles and the implementation of safe work practices in accordance with Launceston City Mission Work Health and Safety Policy and Procedures. • Monitoring and development of any site-specific policies and procedures. • Operate with Duty of Care. • Operate and maintain plant and equipment in a safe manner. • Keep required licences current. 	<ul style="list-style-type: none"> • Refuse disposal is conducted in accordance with the Mission policies and procedures. • Illegal scavengers are reported. • Low occurrences and severity of WHS related incidents. • All incidents, accidents and hazards are reported immediately through the required system. • Site specific policies are developed and communicated as required. • WHS systems are used to alert Management to hazards and suggestions for improvements to be made. • Undergo competency assessments as required. • Pre-start records completed daily. • Any faults or defects are reported immediately. • Licences maintained.

<p>Shop Cleanliness, Presentation & Security</p>	<ul style="list-style-type: none"> • All premises are maintained in a clean and sanitary condition. • Manage the prevention of illegal scavenging on site. • Oversee the security requirements within your shop operations in regard to cash, goods donated, theft and property in general. • Oversee the balancing and security of point-of-sale terminals. • Ensure all leased and owned shop premises are maintained in accordance with programmed and ad hoc maintenance requirements. 	<ul style="list-style-type: none"> • Low incidents of fraud and theft within shop/s under management. • Point of sale terminals accurately balanced and always kept secure. • Systems implemented to ensure security of premises in all locations.
<p>Administration</p>	<ul style="list-style-type: none"> • Participate with Operations Manager in the development and implementation of annual targets and budgets, business plans. • Prepare reports as required by the Operations Manager. • Undertake monthly work plan meeting with direct reports and document discussions. • Ensure documents are clear and concise records including statistics and outcomes and submit reports where required. 	<ul style="list-style-type: none"> • Budgets and reports are completed accurately within deadline requirements. • Reports are accurate and submitted on time. • Documentation is maintained in compliance with City Mission policy and procedures. • Monthly Work plan meetings occur and are documented.
<p>Learning and Innovation</p>	<ul style="list-style-type: none"> • Seek training opportunities and be available to undergo training to complement and/or improve on existing skill base. 	<ul style="list-style-type: none"> • Participation and contribution in performance reviews and appraisals is undertaken upon request. • Managers are made aware of training opportunities. Training and development are undertaken.
<p>Safeguarding Children, for:</p> <ul style="list-style-type: none"> • <u>All</u> Leadership Team Member roles • <u>All</u> client services staff • Any other child related roles. 	<ul style="list-style-type: none"> • Complete Safeguarding Children training. • Read and abide by child-safe policies, procedures, and requirements, including Code of Conduct and mandatory reporting. 	<ul style="list-style-type: none"> • Training is completed before any contact with Youth or Children. • Policies, procedures, and requirements are read prior to any contact with Youth or Children. • Code of Conduct is read and signed prior to any contact with Youth or Children. • Aware of mandatory reporting requirements.

LAUNCESTON CITY MISSION VALUES

<p>Faith</p>	<p>We have confidence that ethical actions will bring good results</p>
<p>Justice</p>	<p>We take personal responsibility to uphold what is pure, right and true</p>
<p>Compassion</p>	<p>We invest whatever is necessary to heal the hurts of others</p>



Flexibility	We are attentive and responsive to the changing needs in our community
Enthusiasm	We work with passion and commitment to achieve our goals