



JOB DESCRIPTION

TITLE OF POSITION	Elcies Op Shop Manager
CLASSIFICATION LEVEL	General Retail Award – Level 7
PROGRAM	Elcies Op Shops

OVERVIEW

Lutheran Care (LC) provides community services on behalf of the Lutheran Church in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and support. Current programs include emergency relief, financial counselling, family support and education, foster care, housing and family shelter, and refugee services. LC is committed to reducing barriers encouraging inclusion and participation in the community of people with a disability, people of all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI) people and people from Culturally and Linguistically Diverse (CALD) backgrounds.

ROLE SUMMARY

The Elcies Op Shop Manager will be responsible for coordinating the day-to-day operations, marketing and retail strategy of the shop. LC's Op Shops were established to serve a dual purpose. They exist to provide affordable clothing to those in need in our communities. They also provide a vital revenue stream to LC through the sale of quality recycled clothing and bric-a-brac to help fund LC's unfunded programs.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Elcies Op Shop Manager will report to the General Manager Op Shops and is responsible for supervising a group of volunteers.

SPECIAL CONDITIONS

This Position is subject to;

- A satisfactory DHS Working With Children Check and a NDIS Workers clearance.
- National Police clearance.
- Proof of up-to-date covid-19 vaccination (x3).
- The flexibility to work on weekends and at nominated Elcies shop locations.
- A current and unrestricted Australian Drivers Licence
- Possess a registered, roadworthy and comprehensively insured private vehicle (travel will be reimbursed as per agreed award rate).

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	LC STAFF RESPONSIBILITIES AND DUTIES:
Lutheran Care Culture	<ul style="list-style-type: none"> ▪ Model ethical behaviour and practice consistent with the Christian ethos of Lutheran Care as outlined in the Code of Conduct and stated values. ▪ Adhere to and support LC's policies and procedures. ▪ Comply with Professional Codes of Conduct
Teamwork	<ul style="list-style-type: none"> ▪ Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. ▪ Support LC's senior management team's decisions and ensure that instructions are carried out. ▪ Alert the General Manager Op Shops to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s). ▪ Attend and actively participate in regular team meetings and forums as required. ▪ Report to the General Manager Op Shops as required.
Work Health and Safety	<ul style="list-style-type: none"> ▪ Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment. ▪ Promote and adhere to LC's Work Health and Safety guidelines.
Resource Management	<ul style="list-style-type: none"> ▪ Monitor financial reports, expenditure and budget to meet budgetary requirements. ▪ Maintain records of activities as required for accountability purposes. ▪ Manage resources and risks efficiently and effectively. ▪ Work within established or negotiated financial and time constraints.
Continuous Improvement	<ul style="list-style-type: none"> ▪ Contribute to the delivery of high quality services. ▪ Understand and support continuous quality improvement in LC.

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
Manages People	<ul style="list-style-type: none"> • Provide daily stocking maintenance and management of the store with a particular focus on providing a qualitative shopping experience for customers through the provision of high quality recycled goods and professional upmarket displays. • Provide supervision and guidance in relation to the day-to-day operations of the store, including sorting, dispatch and logistics. • Encourage high performance for all stakeholders and work in alignment with LC's policies and procedures. • Undertake regular professional supervision sessions with staff and volunteers as necessary. • Facilitate the professional development of staff and volunteers and assist them to participate in appropriate training. • Lead effective meetings. • Recruit, train and support volunteers in accordance with LC's policies and procedures • Provide regular feedback to staff and volunteers and recognise accomplishments. • Maintain rosters and allocate tasks for staff and volunteers. • Maintain an accurate database of volunteers.
Manage Donations	<ul style="list-style-type: none"> ▪ Coordinate the sorting of all incoming donations. ▪ Order stock from the Distribution Centre and liaise with Distribution Centre Manager and staff. ▪ Create systems for the labelling and pricing of all donated goods. ▪ Review and evaluate Op Shop activities and make recommendations for improvement. ▪ Provide quality presentations for the shopfront and other displays of clothing and goods at the Shop. ▪ Manage the Elcies Op Shop budget and seek opportunities for growth both commercially and strategically through value partnerships.
Financial Management	<ul style="list-style-type: none"> ▪ Monitor the store takings and endeavour to increase revenue ▪ Develop, monitor and work within budgetary requirements in consultation with General Manager Op Shops.
Marketing of Op Shops	<ul style="list-style-type: none"> ▪ Market and generate new ideas in consultation with the communications team for the promotion of the Elcies Op Shop in consultation with the General Manager Op Shops. ▪ Manage marketing projects as and when required. ▪ Continue to re-evaluate and fine-tune business plan and retail strategy to continually increase revenue

Work Health Safety	<ul style="list-style-type: none"> ▪ Assist in developing strategies to ensure Elcies Op Shop is a safe environment for staff, volunteers and visitors.
Liaise and support the Emergency Relief program	<ul style="list-style-type: none"> ▪ Work as needed with Emergency Relief Coordinator and other program managers to administer LC's Emergency Relief program KPIs.

PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Experience in retail management and/or extensive experience in the retail/commercial clothing industry.
- Experience working with volunteers and an understanding of the principles of volunteer management.
- Excellent organisational and planning skills and the ability to work autonomously.
- Exceptional interpersonal skills and the ability to build rapport with customers, LC staff, volunteers and other stakeholders.
- Experience working positively with people from diverse backgrounds.
- Intermediate level computer skills.
- Ability to create and manage budgets.
- Strong strategic retail and business planning experience.

ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL

- Experience working within the context of a not-for-profit organisation.
- Ability to manage and post on social media.
- Knowledge of the Lutheran Church of Australia.

Employee: _____

Witness: _____

Date: _____