

POSITION DESCRIPTION

Shop Manager

Award:	General Retail Award level 8 (hourly rate \$35.00) salary packaging available up to \$15,899
Location:	Albury
Hours of work:	38 hrs per week. Occasional Saturday morning work.
Reports to:	Chief Executive Officer
Roles Reporting to this position	Retail Assistant and team of retail volunteers
Term of employment	Renewable 3-year contract with trial period
Applications:	Please email any queries to stacy.read@lifeline.org.au
Closing date:	Monday 30 May 2022

Our Vision is your community free of suicide.

Our Purpose is to provide support for individuals in times of crisis and to create a suicide safe community through building regional resilience.

Our Values

Implementing the purpose of Lifeline Albury Wodonga as it conducts its operations is guided by the following values:

Compassion	Accepting of others, being non-judgmental, caring and demonstrating tolerance.
Confidentiality	Keeping one's counsel, not compromising others.
Consistency	Responsible and accountable at all times. One message to all. No discrimination.
Excellence	Committed to being and doing the best we can.
Respect	Allowing people an opinion, admitting and accepting different points of view.
Truth and Openness	Professional in our practice.

Organisational Context

Lifeline Albury Wodonga (LLAW) is a not-for-profit organisation governed by a local voluntary board of Directors operating under the company name ERAC Australia.

Lifeline Albury Wodonga is predominately a volunteer organisation. The essential service 13 11 14 Crisis Support – is provided by volunteers, and their work is financially supported in a significant way by a team of volunteers at our warehouse and shops located in Albury and Wodonga.

Lifeline Albury Wodonga Staff provide a professional foundation for this essential service to operate, be guided and supported, and flourish. It is essential that all staff are engaged in developing and fostering positive and supportive relationships with all volunteers. This is seen as an essential part of each staff members' position description.

Overview

You will report to the Chief Executive Officer of Lifeline Albury Wodonga (LLAW) as you manage and grow a volunteer base of around 50 volunteers across the business operations of the organisation.

Your role will involve managing the operations throughout retail and warehousing, as well as maintaining records. Your office will be based in the Albury Op shop with regular travel to the Wodonga Op shop required. There will be a strong focus on WHS and organisational compliance while you develop and foster positive and supportive relationships with all volunteers.

You will liaise and communicate internally with Lifeline volunteers, staff, and management; and externally with customers and service providers to build and maintain successful, sustainable, and efficient business operations.

Personal Attributes

You will be:

- Approachable, encouraging, and friendly
- Non-judgmental towards others in need
- Have a positive and proactive attitude
- Possess excellent listening and communication skills
- Honest and reliable

Responsibilities & Duties

- Maintain our centre culture of respect and appreciation for the contribution of volunteers.
- Management and retention of retail volunteer team.
- Contribute to the recruitment, training, and development of retail volunteers.
- Manage all aspects of the retail and warehouse operations including rostering and banking responsibilities.
- Support communications through regular attendance of staff meetings and facilitation of retail team meetings.
- Manage the Retail Assistant.
- Support the development and implementation of retail and warehousing processes.
- Ensure compliance with all WHS requirements and LLAW Policies and Procedures.

Key Selection Criteria

- Experience in retail management including merchandising, staffing, meeting budgets and customer relations.
- Clear and effective communication skills that build trust and respect.
- Highly developed interpersonal skills including conflict resolution.
- The ability to develop a team effectively meet Organisational goals.
- Ability to work autonomously and prioritise own and others workload.
- An understanding of training and working with volunteers and or a willingness to undertake training.
- Understanding of Workplace Health and Safety obligations.
- Working knowledge of applied information technology.

Desirable

- Previous experience in coordinating volunteers.

Application Process

Application must include:

1. Cover letter
2. Respond to Key Selection Criteria
3. Resume

Att: CEO Lifeline Albury Wodonga

Post: PO Box 16, Albury, NSW, 2640

Email: stacy.read@lifeline.org.au