

POSITION DESCRIPTION



POSITION TITLE: Op Shop Manager

LOCATION: As per Individual Employment Agreement

REPORTS TO: Op Shop and Retail Area Manager

DIRECT REPORTS: Op Shop Assistant
Op Shop Volunteers

PURPOSE:

- Oversee the daily operations of the SPCA Op Shop in line with SPCA policies and operating procedures.
- Optimise sales revenue, optimise profit, and promotes the mission and values of SPCA.

KEY ACCOUNTABILITIES:	KEY RESPONSIBILITIES:
1. Oversee daily operations of the shop	<ul style="list-style-type: none">• Management of stock including receiving, pricing and movement• Optimise sales revenue• Ensure a positive customer and donor experience• Keep the shop and facilities safe, clean and tidy• Maintain high standards of visual merchandising• Work with others to coordinate the delivery of donated stock• Arrange for the disposal of unwanted goods and rubbish• Ensure daily/weekly/monthly banking and finance duties are carried out in line with SPCA policies and procedures• Implement and monitor the application of organisational policies and procedures• Support national initiatives/events/marketing campaigns• Provide reports as required
2. Supervise the op shop team (Op Shop Assistants and volunteers) and distribute duties	<ul style="list-style-type: none">• Staff rostering to provide appropriate cover during the agreed opening hours• Recruit and ensure adequate training and guidance is provided to all assistants and volunteers• Ensure appropriate guidelines are set and adhered to for pricing of goods for sale, being mindful of securing the best profit outcomes to reinvest in animal care• Ensure appropriate processes are in place for stock management• Oversee cash transactions and ensure correct procedures are followed

	<ul style="list-style-type: none"> Oversee the customer service and ensure the customers' experience is positive
3. Support process improvement groups and projects across the organisation to improve organisational performance.	<ul style="list-style-type: none"> Actively participate in these groups and works collaboratively with all members of staff to achieve goals. Carry out project work as requested.
4. Actively contribute to Health & Safety	<ul style="list-style-type: none"> A safe and healthy working environment is maintained at all times. Establish and comply with Health and Safety legislation and regulations. Take responsibility for your own health and safety and ensure no action or inaction on your own part harms others in the workplace. Contribute towards the development and implementation of policies and procedures that ensure compliance with the Health and Safety at Work Act (2015). Is aware of and can identify hazards and risks to which the organisation may be exposed and takes appropriate action accordingly. Has knowledge of and is able to apply emergency procedures. Manage and ensure all Health & Safety requirements are being implemented
5. Participate as a professional and constructive member of the Retail Team	<ul style="list-style-type: none"> Attend team meetings as required. Contribute towards the achievement of strategic and operational goals of the SPCA Act professionally and non-judgmentally. Embody the SPCA values and strive to achieve the SPCA Mission.
6. Volunteer Support	<ul style="list-style-type: none"> Ensure safety, support and wellbeing of volunteers working in your department Ensure duties and tasks being carried out by volunteers are being carried out in a safe and appropriate manner Professional in all interactions with SPCA volunteers
7. Carries out other duties as required from time to time.	<ul style="list-style-type: none"> Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit the scope or the functions of the position. Duties and responsibilities can be amended from time to time by the Employer to meet any changing condition.

INTERNAL FUNCTIONAL RELATIONSHIPS:

- All SPCA staff and Management
- Volunteers and students

EXTERNAL FUNCTIONAL RELATIONSHIPS:

- Other Animal Welfare Agencies

- Members of the Public

PERSON SPECIFICATION:

Qualifications and Experience

- Retail management experience
- Experience in managing people
- Experience in stock management

Skills and Knowledge

- A sound understanding of visual merchandising and the ability to create retail environments that are captivating, enticing and will maximise sales
- Ability to price and manage large volumes of incoming donated goods
- Excellent customer services skills
- Excellent written and oral communication skills
- Ability to carry out the physical aspects of the job

Personal Attributes

- A commitment to high quality work and professionalism
- Highly organised with the ability to prioritise, multi task and meet expected deadlines
- Ability to manage confidential information with responsibility and integrity
- Adaptable with a can-do attitude
- A sound understanding and empathy with the goals and values of SPCA

