

**POSITION DESCRIPTION**



**POSITION TITLE:** Op Shop Manager

**DIRECT REPORTS** Op Shop Assistant

**PURPOSE:** To manage the operation of all facilities, related to Opportunity Shop. Supervise and assist the Op Shop volunteers including ongoing training, development and assistance with performance appraisals as appropriate.

<b>KEY ACCOUNTABILITIES:</b>	<b>KEY RESPONSIBILITIES:</b>
1. Manage the operation of all facilities, policies, procedures, systems and resources related to the Op Shop.	<ul style="list-style-type: none"><li>• Oversee the collection of goods as needed including; rejection of unsellable items, sorting, cleaning, and disposal.</li><li>• Maintain adequate stock levels, ensuring items turnover quickly and goods are of a high quality – clean and not broken, no junk.</li><li>• Responsible for merchandising the store correctly to ensure the display of goods encourages sales, rotation of goods, enticing window displays and maintaining a clean, tidy and well stocked store.</li><li>• Ensure the store is well presented, maintaining a professional image, clean and tidy at all times.</li><li>• Ensure customer service is top priority amongst volunteers.</li><li>• Complaints and comments must be responded to, and reported to the Op Shop and Retail Area Manager in a timely manner.</li><li>• Manage pricing and stock control to ensure stock is valued correctly and store maintains a high turn around.</li><li>• Ensure that all policies, plans and procedures are regularly adhered to by volunteers.</li><li>• Manage cash handling procedure / policy to ensure daily takings balance and funds are always accurately recorded and accounted for.</li><li>• Maintain and provide accurate records of income and inventory. Identify any necessary Op Shop expenditure and obtain Op Shop and Retail Area Manager consent for any such expenditure.</li></ul>

<p>2. Manage and oversee all volunteers</p>	<ul style="list-style-type: none"> <li>• Maintain a volunteer roster system and endeavour to consistently fill the roster with trustworthy, competent and reliable volunteers.</li> <li>• Assist with volunteers, and their trial periods, to ensure the weekly roster is well supported.</li> <li>• Maintain volunteer in store training and ensure they thoroughly understand all policies and procedures for all store and general SPCA policies.</li> <li>• Support volunteers as necessary by giving regular feedback. Effectively communicate the SPCA Op Shop's policies and procedures.</li> <li>• In consultation and with support of Op Shop and Retail Area Manager manage the performance of volunteers when they are not complying with the volunteer agreement of SPCA Op Shop's policies or procedures.</li> <li>• Maintain the training programme to cover all aspects of role and ensure volunteers understand policies – including; customer service, pricing, cash handling and stock control.</li> <li>• Provide a caring, co-operative and friendly environment for staff / volunteers and customers.</li> </ul>
<p>3. Assist with developing and document strategy and action plans for the Op Shop together with the Op Shop and Retail Area Manager.</p>	<ul style="list-style-type: none"> <li>• Continually organise and develop in-store promotions to ensure high turnover of stock.</li> <li>• Work closely with the Op Shop and Retail Area Manager, to ensure all promotional activity is in keeping with brand guidelines.</li> </ul>
<p>4. Build alliances with external parties</p>	<ul style="list-style-type: none"> <li>• Create relationships with businesses, organisations, individuals who may be able to provide support for Op Shop.</li> <li>• Assist to identify and build / develop relationships with others whose valuable expertise can be drawn upon when necessary eg. Jewellers, repairers, dealers.</li> </ul>
<p>5. Promote the SPCA and our mission</p>	<ul style="list-style-type: none"> <li>• Maintain in-store display for SPCA.</li> <li>• Keep volunteers up to date with SPCA policies, procedures and latest news – to help keep public properly informed, ensuring SPCA maintains a positive public image.</li> <li>• Ensure the SPCA's mission, programmes, products and services are consistently presented in strong, positive image to customers and volunteers.</li> <li>• Continually seek to raise public awareness in animal welfare and the charitable status of the SPCA.</li> <li>• Ensures at all times that the reputation of the SPCA is held in good standard.</li> </ul>

6. Ensures compliance with local and national legislation	<ul style="list-style-type: none"> <li>• Maintain a safe, healthy, happy environment for staff/volunteers and customers.</li> <li>• Ensures adherence to legislation and regulations that apply to the Op Shop.</li> <li>• Ensures all volunteers are aware of relevant legislation and regulations that apply and what they must do to comply.</li> </ul>
7. Personal Continuing Education	<ul style="list-style-type: none"> <li>• Competence and skill level is maintained to perform role to highest ability.</li> <li>• Identify opportunities to maintain current skill set and learn new skills.</li> <li>• Keep up to date with changes required for the role.</li> <li>• Attend training as identified</li> <li>• Meets objectives set at annual performance review.</li> </ul>
8. Actively contributes to Health & Safety	<ul style="list-style-type: none"> <li>• Ensures compliance with the <u>Health and Safety Act 2015</u> by: <ul style="list-style-type: none"> <li>▪ taking reasonable care of your own health and safety and ensure that you don't cause harm to others</li> <li>▪ complying with all health and safety instructions, policies or procedures</li> <li>▪ ensuring health and safety compliance; including but not limited to; <ul style="list-style-type: none"> <li>○ prompt investigation of reported, incidents, risks and unsafe practices (commence within 12 hours)</li> <li>○ training is completed within the mandatory timeframes</li> <li>○ safety checklists are completed as required within the mandatory time frames</li> </ul> </li> </ul> </li> </ul>
9. Volunteer Support and Supervision	<ul style="list-style-type: none"> <li>• Ensures safety, support and wellbeing of Volunteers working in your team</li> <li>• Ensures Volunteers' duties and tasks are carried out in a safe and appropriate manner</li> <li>• Ensures professionalism and respect in all interactions with SPCA Volunteers</li> </ul>
10. Carries out other duties as required from time to time.	<ul style="list-style-type: none"> <li>• Ensure all reporting of activity is accurately captured and available for the Op Shop and Retail Area Manager.</li> <li>• 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.</li> </ul>

**INTERNAL FUNCTIONAL RELATIONSHIPS:**

- All SPCA staff and Management
- Volunteers and students

**EXTERNAL FUNCTIONAL RELATIONSHIPS:**

- Other Animal Welfare Agencies
- Members of the Public
- Other second-hand goods dealers
- Donors

**PERSON SPECIFICATION:**

***Qualifications and Experience***

- Retail experience (ideally including second hand goods)
- Financial experience (including banking and reporting)
- Maintains a full, clean drivers licence

***Skills and Knowledge***

- Exceptional customer service skills
- Sound computer skills including the use of e-mail, internet and Microsoft Office applications.
- Demonstrated success in overseeing and co-ordinating a diverse team of people, skilled in working in varied relationships which may require facilitation, collaboration and achieving goals
- Skills in building alliances and maintaining strong relations with community organisations, agencies and patrons
- Demonstrated personal communication skills to include knowledge of interviewing techniques, skill in writing and editing and ability to express thought orally in a clear manner
- Exemplary interpersonal skills that translate into positive relationships with volunteers and customers

***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
- Ability to manage stress and handle emotional situations while retaining empathy
- Excellent written and oral communication skills
- Proven ability to work independently, collaboratively and as an effective team member and leader
- Committed to the mission, values, goals and success of SPCA
- Ability to work under pressure of varying demands and an ability to maintain an even temperament in conflict situations
- Demonstrated flexibility and adaptability (will include flexibility of hours at times)

