

LIFELINE GIPPSLAND

Position Description Store and Sorting Supervisor

Job information

Location:	Wonthaggi
Award:	General Retail Award (MA000004) Level 4
Other Benefits	12% Superannuation and salary packaging
Hours of work:	48 hours per fortnight (some Saturdays may be required)
Reports to:	Retail Operations Coordinator
Term of employment	Ongoing
Applications:	Applications should be made via Seek.
Closing date:	We encourage early applications, as successful applicants may be contacted prior to closing date

Our vision is of an Australia free of suicide.

Our purpose is to support the Gippsland community and other Australians in times of crisis and equip them and their communities to be resilient and suicide safe.

Organisational Context

Lifeline Gippsland Inc. (LLG) is a not-for-profit organisation, governed by a local voluntary board of directors. LLG provides a range of support services to the community including 24-hour crisis support (national service), suicide prevention and mental health awareness programs and training. Volunteers play a vital role throughout the organisation.

Two crisis support phone rooms are located in Drouin and Morwell. The business operations consist of five Opportunity Shops across Gippsland (Churchill, Morwell, Traralgon and Wonthaggi), and a warehouse in Morwell. These business operations provide the majority of the income required to run the crisis support line and other suicide prevention services.

Lifeline Gippsland Values

Quality & Professionalism

Lifeline Gippsland is committed to building the skill and efficiency of its staff and volunteers and adopting best business practice to maintain commitment, accountability, compliance and accreditation inside a creative and innovative organisational environment.

Respect

Lifeline Gippsland will treat people and organisations fairly and objectively. We will use our influence to create environments free from discrimination, harassment and bullying.

Fairness

Lifeline Gippsland is committed to the principles of social justice, and will strive to offer equitable and inclusive services to support people to live and active and fulfilled lives.

Integrity

Lifeline Gippsland is committed to being open and honest in all its activities, and will consistently strive to earn and sustain public trust in our organisation.

Collaboration

Lifeline Gippsland will engage in inclusively with our staff, volunteers, stakeholders and partners to form alliances in tended to improve the delivery of our key services and outcomes to the community

Sustainability

Lifeline Gippsland will strive to build and maintain diverse income streams to support our financial viability, provide suicide prevention services and achieve important environmental outcomes through our recycling activities.

Organisational Level Outcomes:

All team members are expected to contribute to the success of LLG

At LLG we foster a strong sense of collaborative practice and a positive workplace by:

- Actively preparing for and participating in team meetings
- Participating in training opportunities
- Participating in performance planning processes
- Implementing OHS safe work practices in line with LLG policies and procedures
- Contributing to the development of policies, procedures, risk management and quality improvement processes
- Developing annual work plans based on key performance indicators

Position Purpose

Reporting to Lifeline Gippsland's Retail Operations Coordinator, the Store and Sorting Supervisor is responsible for the day to day operations of Lifeline Gippsland's Wonthaggi store. The purpose of the role is to achieve budgeted revenue and expense lines, maximise our customer and donor experience, and create a supportive environment conducive to success for all team members.

Key Responsibilities

Create an exceptional customer and donor experience

- Consistently look for opportunities to enhance customer and donor instore experience
- Follow the LLG principles of customer and donor experience
- Listen to customer and donor feedback and make adjustments that are beneficial to LLG the customer and donor in line with Lifeline Gippsland policies and procedures
- Train and develop the volunteer team to provide a high level of customer service

Key Responsibilities (continued)	
Achieve store sales and expense budget	• Ensure Open and End of Day is completed as per LLG guidelines and appropriate action taken to ensure under or over balances are rectified or reported. • Achieve KPIs in relation to sales budget • Develop action plans to support KPI achievement • Monitor petty cash and discretionary expense to remain within budget and identify efficiencies • Ensure stock colour tagging guide is followed • Ensure store stock markdown process is followed • Rotate product as per guidelines
Staff & Volunteer recruitment, supervision & rostering	• Proactively recruit volunteers • Ensure volunteers are assigned roles suitable to their interests and skillset and provide opportunities for progression • Ensure staff and volunteers undertake training specific to the store's needs • Train staff and volunteers in designated tasks • Acknowledge and value the contribution the volunteers make to the store
Achieve product production and rotation	• Prioritise staff and volunteer resources to maximise stock production • Ensure daily and weekly stock production targets are achieved • Ensure product is checked for quality before being moved into pricing tubs • Monitor sell through rates of product and make adjustments as required • Order stock from the warehouse as required • Be proactive in donation acceptance
Follow product pricing guidelines	• Ensure product is priced as per LLG guidelines • Ensure dollar return on donated product is maximised • Monitor product before it goes onto sales floor to ensure correct and consistent pricing • Train store team on product pricing guidelines • Ensure all items are priced before being placed on sales floor
Deliver exceptional merchandising standards	• Ensure product is merchandised onto racks as per colour blocking guide • Ensure windows and instore displays are merchandised to seasonal events • Ensure merchandising displays are used as a tool to sell product • Maintain high levels of sales floor stock at all times
Operate a safe work environment	• Ensure staff and volunteers undertake LLG & site induction • Ensure staff and volunteers adhere to safety policies and procedures • Report all incidents, hazards and near misses as per LLG procedures • Maintain OH&S noticeboard • Complete bi-annual site OH&S inspections • Conduct monthly site OH&S meetings

Other

- Complete daily banking requirements
- Complete weekly sales reports
- Prepare monthly store reports for the Retail Operations Manager
- Attend meetings at head office as required
- Ensure all policies and procedures are followed
- Participate in annual performance reviews
- Other duties as requested

The organisation may from time to time issue oral instructions or written descriptions about your job duties and responsibilities, which will serve as a guide for the areas for which you will be accountable. It is expected that your duties will be performed in accordance with the instructions of the organisation.

Pre-requisites:

- **Mandatory**
 - Minimum 2 years supervising or managing in a retail store or similar environment
 - Current Driver Licence
 - Willing to undertake police check and Working with Children Check, and return clear results
- **Desirable**
 - Experience working with second-hand apparel and homewares product
 - Experience supervising or working with a volunteer workforce
 - Knowledge and experience with occupational health and safety regulations

Candidate Profile:

1. A proven track record in achieving sales and achieving KPIs
2. Demonstrated experience in customer-focused decision making
3. Knowledge and understanding of fashion and homewares product
4. A proven track record in building, leading and motivating a team
5. An appreciation of the value of the contribution of volunteers
6. An analytical thinker with the ability to identify growth opportunities
7. An excellent understanding of what supports the success of a second-hand goods retailer
8. An exceptional written and oral communicator