

Position Description

Team Leader – Wollongong Shop

Version: 2.0

August 2019

Document history

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| **Version** | **Document Owner** | **Approved by** | **Approved on** | **Scheduled review date** | **Comments** |
| **1.0** | Renee Green  Acting Trading Manager | Grahame Gould  Executive Director | 11/10/2017 | 31/10/2018 |  |
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| **1.1** | Alicia Ferderer  Retail Area Manager | Rachel Norris  CEO | 8/11/2018 | 8/11/2019 | Update of new position titles |
| **2.0** | Alicia Ferderer  Retail Area Manager | Rachel Norris  CEO | 06/08/2019 | 06/08/2020 | Updated in line with site changes and other updated TL PD’s |

**PART A: POSITION SPECIFICATION**

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| **Role title** | |
| Position Title | Team Leader - Wollongong Shop |
| Classification level/award rate: | General Retail Industry Award 2010  Level 6 |
| Reporting structure: | Reporting to: Retail Area Manager  Direct reports: All other Wollongong Retail Volunteers  Casual Staff |

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| **Position statement** |
| The aim of this role is to provide management of volunteers and daily operations of Lifeline South Coast retail outlets in line with core KPIs. Critical components of this role are to foster an ongoing positive culture amongst volunteers, consistently reach profit-for-purpose targets, maintain a consistently high quality of goods for sale and implement and maintain safe work practices. |

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| **Responsibilities** |
| * Opening and closing of the shop * Providing high-level customer service * Supervising volunteers and daily operations, including managing a volunteer schedule to ensure sufficient volunteer hours for operation * Carrying out inductions and training of new volunteers * Ensuring donations are regularly collected from donation points in coordination with the Team Leader Book Site and the bin cleared regularly onsite * Supervising the wholesale stock quality and procedure * Ensuring shop stock is constantly refreshed and of high quality which includes supervision of the sorting, stock selection and pricing processes * Ensuring store is tidy and well presented at all times * Implementing strong visual merchandising practices including regular updating of window and shop displays * Developing sales strategies for increasing sales and profit-for-purpose margin in conjunction with the Retail Area Manager * Ensuring accurate processing of sales using POS system, Eftpos and cash handling * Maintaining accurate financial records and reporting including daily summary sheets, petty cash, and regular banking duties etc. * Availability for weekend shifts * Adhering to all Lifeline South Coast policies and procedures * Encouraging a positive culture within the organisation in line with Lifeline South Coast’s Beliefs and Shared Values * Other responsibilities as directed by the Retail Area Manager/ CEO |
| **Delegations, authority levels and decision making** |
| * Has authority to manage retail operations in line with organisational policies * Purchasing with petty cash as per policy limits * Can suspend a volunteer in Retail Area if breaches of policy or code of conduct occur |

**PART B: PERSON SPECIFIC**

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| **Qualifications and experience** |
| * First Aid Certificate * Experience in retail management including leading teams * Experience in leading a team to comply with WHS regulations * Experience working in a Not For Profit environment (desirable) * Experience working with volunteers * Awareness of clothing labels and awareness of labels and marks (desirable) |

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| **Key knowledge areas** |
| * Full understanding of Due Diligence in relation to Work, Health and Safety. * Working knowledge of managing a target-based workplace * Understanding of coaching and mentoring principles in the workplace * Extensive retail industry knowledge |

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| **Key skills/abilities and personal attributes** |
| * Effectively lead and motivate a team of volunteers * Change management skills * Strong delegation and prioritization abilities for self and others * Adaptable communication and negotiation skills * Approachability * Proactive and displays initiative in forward planning and continual improvement * Team player * Problem solving skills * Sales focused * Customer service focused |

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| **Key Performance Indicators** |
| 1. Achievement of Sales Targets   KPI is met through:   * Developing sales strategies designed to increase nominal sales; setting price points in conjunction with Retail Area Manager to maximise item sales and increase items per purchase sales * Identifying areas of concern regarding saleability of items * Maintaining an optimum stock level as defined by Retail Area Manager * Maintaining a high level of customer service and fostering a retail team attitude focusing on excellent customer care * Monitoring daily figures to project weekly/monthly/quarterly expectations * Maintaining accurate financial records |
| 1. Volunteer Management   KPI is met through:   * Retention figures and attendance rates for existing volunteers * Managing volunteer rosters to ensure adequate numbers for each shift/role * Identifying and reacting to the need for volunteer recruitment when required * Assisting in developing and implementing the induction and training process * Successfully inducting and training new volunteers * Work together with Retail Area Manager on volunteer recognition initiatives * Retail Area Manager observation of workplace culture |
| 1. Store Presentation and Stock Quality   KPI is met through:   * Ongoing observation by Retail Area Manager * Maintaining visual merchandising, window displays, shelving and racks, at an attractive high standard * Supervising cleaning roster so all sections are vacuumed, dusted and tidied daily * Supervising donation collection, sorting and pricing process * Regularly conducting quality checks and raising any concerns with volunteers * Spot quality checks conducted by Retail Area Manager to ensure adherence to LLSC stock processes. |
| 1. Site Management and Workplace Housekeeping   KPI is met through:   * An organised workplace without hazards * Clear and maintained signage where required for safety or other instruction * Maintenance of required levels of stock and supplies * Clean and well maintained equipment * Clean and tidy staff work areas * Timely management of site maintenance * Accurate and timely monthly site and first aid inspections |
| 1. Work Health Safety and Equal Employment Opportunity   KPI is met through:   * Compliance with WHS policies and EEO legislation and corresponding organisational policy * Regular discussion with team on relevant WHS topics * WHS issues raised are documented and addressed as soon as practicable * Timely completion of incident and injury reporting including near misses * Regular communication with Retail Area Manager regarding WHS * Ensure volunteer interactions are free from discrimination |
| 1. Conduct in accordance with the Beliefs and Shared Values of Lifeline South Coast   KPI is met through:   * Positively reinforcing Beliefs and Shared Values in dealing with all Lifeline South Coast Stakeholders * Ensuring volunteers are familiar with our Beliefs and Shared Values * Adhering to and managing the code of conduct with the volunteer team * Acting with integrity, respect and compassion * Maintaining an approachable presence across retail operations to foster open and positive communication * Building and managing positive stakeholder relationships * Measured through observation by Retail Area Manager of Team Leader and volunteer team conduct * Positively reinforcing Beliefs and Shared Values in dealing with all Lifeline South Coast Stakeholders |

**PART C: ACKNOWLEDGMENT**

I have read and understand the position description

Signed Date