

POSITION DESCRIPTION



POSITION TITLE: Op Shop Manager

LOCATION: SPCA Op Shop

REPORTS TO: Op Shop and Retail Area Manager

DIRECT REPORTS: Op Shop Assistants
Store Volunteers

PURPOSE:

Overseeing the day to day operations of the SPCA Op Shop in-line with the SPCA policies and operating procedures. Optimising sales revenue and promote the mission and good reputation of the SPCA.

KEY ACCOUNTABILITIES:	KEY RESPONSIBILITIES:
1. Overseeing day to day operations of the store	<ul style="list-style-type: none">• Receive stock, sort, price and display.• Rotate the shop's stock on a regular basis• Achieve sales targets• Keep the shop and staff facilities clean and tidy• Ensuring goods in store are stocked, clean and faced up at all times• Work with SPCA team to co-ordinate the delivery of donated stock• Arrange for the disposal of unwanted goods and rubbish etc.• Ensure daily/weekly/monthly banking and finance duties are completed in line with policies• Provide regular timely reports• Ensure donors are engaged and thanked in a timely and appropriate way• Attend SPCA meetings as required• Display SPCA fundraising materials as required.• Ensure all donors are thanked and treated respectfully when goods are donated.
2. Supervise the team of Staff (Volunteers and Op Shop Assistants) and distribute duties, according to their abilities	<ul style="list-style-type: none">• Staff rostering to provide appropriate cover during the agreed opening hours• Appoint volunteer shift supervisors as necessary• Recruit and work with the Financial Controller to ensure adequate training and guidance is provided to all volunteers• Ensure appropriate guidelines are set for pricing of goods for sale• Allocate tasks to volunteers and ensure they are completed correctly.• Oversee cash transactions and ensure correct procedures are followed• Ensure purchases by volunteers are processed as per the set procedures.

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3. Ensures customers have a positive experience	<ul style="list-style-type: none"> Oversee the customer service and ensure the customers' experience is positive
4. Supports process improvement groups and projects across the organisation to improve organisational performance.	<ul style="list-style-type: none"> Actively participates in these groups and works collaboratively with all members of staff to achieve goals. Carries out project work as requested.
5. Actively contributes to Health & Safety	<ul style="list-style-type: none"> Ensures compliance with the Health and Safety Act 2015 by: <ul style="list-style-type: none"> taking reasonable care of your own health and safety and ensure that you don't cause harm to others complying with all health and safety instructions, policies or procedures ensuring health and safety compliance; including but not limited to; <ul style="list-style-type: none"> prompt investigation of reported, incidents, risks and unsafe practices (commence within 12 hours) training is completed within the mandatory timeframes safety checklists are completed as required within the mandatory time frames
6. Participates as a professional and constructive member of the team	<ul style="list-style-type: none"> Attends team meetings as required. Contributes towards the achievement of strategic and operational goals of the SPCA
7. Volunteer Support and Supervision	<ul style="list-style-type: none"> Ensures safety, support and wellbeing of volunteers working in your department Ensures 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
8. Carries out other duties as required from time to time	<ul style="list-style-type: none"> All other Duties as outlined by your Line Manager. Provides support and assistance to SPCA events and campaigns as requested. 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

- No pending or current criminal convictions prior to, or during employment
- Management experience in the retail sector
- Experience in managing staff and volunteers
- Maintains a full, clean drivers licence

Skills and Knowledge

- Ability to price and manage large volumes of incoming, donated goods
- Excellent customer service skills
- Ability to optimise sales revenue

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
- A sound understanding and empathy with the goals and values of the SPCA
- Ability to work in a team environment, motivating and encouraging
- Able to carry out the physical aspects of the job
- Proactive and adaptable

