



ST. PATRICK'S COMMUNITY SUPPORT CENTRE

Opportunity Shop Store Manager (Full time)

JOB DESCRIPTION

Position	Opportunity Shop Store Manager
Team	Corporate Services
Reports to:	Manager Corporate Services
Legal Employer	St Patrick's Community Support Centre
Location	Fremantle
Positions reporting to this role:	Retail volunteers
Award	Retail Industry Award
Rate	(\$55,000 -\$62,000)
Date created	April 2018

ORGANISATIONAL MISSION AND VALUES

For more than 40 years, St Patrick's has worked to provide immediate and holistic care for the homeless, those at risk of being homeless and the disadvantaged in Fremantle and the wider south west metropolitan area of Perth. Services include welfare assistance, housing (crisis and transitional accommodation), family support and referral, outreach, advocacy, meals, a day centre, essential health provision and a range of specialist services.

The agency's primary aim is to promote social inclusion and self-worth and help people to return to independent living, a safe environment and a better quality of life.

PURPOSE OF THE POSITION

Patrick's Community Support Centre plans to expand our current small volunteer run opportunity shop 'St Pat's Rack' into a more sustainable income stream as part of our longer term Social Enterprise strategy to increase the number of opportunity shops and level of income over the next 10 years. This position will initially be involved in the establishment of a new store in central Fremantle. Once established the position will be responsible for:

- The effective and efficient management of St Patrick's op shop/s to ensure that op shop budgets, strategic objectives, operational efficiency and legislative requirements are met
- To ensure that op shop volunteers are managed in a way that promotes and advances the strategic direction of the organisation, and is in line with organisational values
- To maximise donations and sales through marketing, promotion and other strategies

KEY RESPONSIBILITIES AND DUTIES

Financial Management

- Deliver net profit budgets and other financial budgets for the opportunity shop operated by St Patrick's
- Propose annual budgets in conjunction with the Manager Corporate Services, to the CEO for the operational area of responsibility, in line with the organisations long term plans

Op Shop Management

- Ensure all op shop staff adhere to organisational procedures and practices.
- Be responsible establishment, planning and managing shops whilst working as a team to achieve the best possible results for St Patrick's
- Work with the volunteer coordinator to maximise volunteer support in the op shops
- Work closely with the corporate services team to discuss and address any issues, opportunities or needs as they arise
- Ensure all op shop policies and procedures are updated and met in order to deliver financial, organisational and compliance obligations
- Activity foster a strong connection to the vision, mission and values of St Patrick's in all Op shop volunteers and staff.

Marketing and Communications

- In conjunction with the corporate services team:
 - develop and implement new marketing strategies to maximise donations and sales
 - Support and develop relationships with schools, businesses and other key stakeholders
 - Support and develop greater brand exposure and an increase to the profile of the St Pat's op shops and the broader organisation throughout the wider community

Business and Organisation Development

- Provide support and development opportunities required to maintain and increase volunteer /staff skill levels
- Lead the continuous improvement ethos for the op shops team
- Manage the development and execution of an op shops work plan with the corporate services team
- Meet the agreed objectives St Patrick's strategic plans
- Research, develop and implement sustainable business opportunities and/or social enterprises that generate income or employment pathways and add value to the St Patrick's op shops' and organizational brand

Management

- Attend Management meetings where required by the CEO and contribute to the management of the organisation through involvement in the management team
- Contribute to a workplace environment that supports staff and volunteers, develops teamwork, and ensures the provision of quality and innovative services for clients and op shop customers and donors
- Develop and implement a positive and consistent leadership culture in conjunction with the senior leadership and management group
- Lead by example and ensure you and your team operate in a way that is consistent with the values of the organisation

Organisation Requirements

- Work in a team-based environment, contributing to and supporting teams at St Patrick's as appropriate.

- Ensure that the rights, interests and needs of the people we support are addressed effectively, while understanding and respecting the linguistic and cultural diversity of the people we support and our work teams.
- Ensure that all St Patrick's Policies and Procedures are implemented and complied with.
- Ensure that all Occupational Health and Safety Policies and Procedures are implemented and complied with.
- Contribute to the continuous improvement of activities, including safety and quality.
- Undertake other duties as reasonably requested

KEY SELECTION CRITERIA

- Excellent communication skills, both written and verbal
- High level interpersonal skills with a demonstrated capacity to work collaboratively with others and exercise influence in a diversity of contexts
- Ability to participate collaboratively and constructively within teams of peers, staff and other stakeholder, as well as initiative and effective personal judgement when working alone
- Proven ability to manage, supervise and provide leadership to a team
- Demonstrated experience in establishment and management of models for retail operations
- Experience in development and successful implementation of new business and social enterprises

QUALIFICATIONS AND LICENCES

- Full drivers licence
- Tertiary qualification (or substantial experience) in Business or Retail Management