



Position Description

Position Title	Retail Manager, Opportunity Shop
Reporting to	Retail Operations Coordinator
Hours of work	20 hours a week (4 x 5 hour days)
Classification	General Retail Industry Award Level 6
Program	Opportunity Shops
Tenure	Fixed Term until 30 June 2027
Date	July 2026

About Doncare

Doncare is a not-for-profit organisation operating in Manningham since 1969, that provides support to families and individuals of all ages to access opportunities that will assist them in their daily living and enhance family functioning. Doncare provides high-quality services in the areas of Counselling, Information and Emergency Relief, Family Violence Recovery Services, Family Services and Social Support for Seniors.

Our talented team of staff, volunteers and students provide a range of carefully developed targeted services with respect, skill and excellence. We foster strong partnerships and work collaboratively to establish and maintain financially sustainable, evidence-based and innovative programs that respond to the diverse, persistent and emerging challenges that impact our community.

Doncare is committed to enhancing inclusive practices and improving access for Aboriginal and Torres Strait Islander people, people from culturally diverse backgrounds, people with a disability, and the LGBTIQA+ community.

Doncare undertakes its work according to its [mission, vision and values](#) and aligned to its [Strategic Plan](#).

Our Child Safety Commitment

Doncare is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone's responsibility and is at the center of all that we do.

We have zero tolerance for child abuse or neglect. We are committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect them. Whilst all Doncare programs and activities may not involve regular contact with children by members, volunteers and employees, as such, all programs and activities will be subject to the Child Safety Policy.

Position Statement

Doncare's purpose is to create transformational change for our community to positively impact individual and collective health and wellbeing outcomes. Located at Macedon Road, Templestowe Village and Tunstall Square, Doncare's opportunity shops provide a magic win-win for the community – environmental sustainability, ethical accountability and affordability. Doncare's objective is to enhance retail business value, build strategic resilience, improve volunteer engagement and optimise revenue potential to invest into its community services. Volunteers serve as cashiers, retail assistants and delivery drivers, forming the backbone of this program. The op shops act as community hubs, fostering connections through volunteerism while primarily aiming to generate revenue to support Doncare's core services.

Position Purpose

Reporting to the Retail Operations Coordinator, the Retail Manager is responsible for the day-to-day operations, performance and leadership of one of Doncare's opportunity shops.

The Retail Manager is accountable for achieving the store's sales and budget objectives, maximising profit potential and driving sustainable growth. Through values-based leadership, the Retail Manager will foster a positive, inclusive and collaborative workplace culture and create an engaging experience for staff, volunteers, customers and donors.

Location and hours of work

The position is based at one designated Doncare opportunity shop. The ordinary roster is expected to be worked across four days, primarily Monday to Thursday. Some rostered Saturday work will be required, with the weekday roster adjusted accordingly.

Key Result Areas, Responsibilities and Performance Measures

Key Result Areas	Responsibilities	Performance Measures
Retail Operations and Financial Performance	• Monitor daily and weekly sales performance using the Loyverse POS platform and implement appropriate actions to support the achievement of store budgets. • Lead the store team to deliver a welcoming and high-quality customer and donor experience consistent with Doncare's values. • Ensure cash handling, banking and financial transactions are completed accurately and in accordance with Doncare's policies and procedures. • Manage the receipt, processing, pricing, presentation and rotation of donated stock. • Maintain appropriate stock levels and create an attractive	• Store sales and financial targets are achieved or exceeded. • Sales targets communicated to team • Sales performance is reported • Financial records, cash handling and banking are accurate and compliant. • Stock is processed, priced, rotated and presented efficiently. • Visual merchandising standards are maintained. • Local promotional activities contribute to customer engagement, donations and sales.

	and commercially effective retail environment. • Maintain consistently high visual merchandising standards. • Monitor retail trends, customer demand and local competitor activity and recommend opportunities to improve store performance. • Develop and implement local promotional and marketing activities in consultation with the Retail Operations Coordinator. • Manage recycling and waste processes in collaboration with the Warehouse team • Develop positive relationships with local businesses and community members to support donations, specialist valuations and store growth. • Maintain accurate store records and undertake regular checks to ensure compliance with relevant policies and procedures.	• Waste and recycling processes are managed effectively.
People and capacity Building	• Lead, support and maintain positive working relationships with approximately 30 volunteer retail assistants, warehouse volunteers and staff across the organisation. • Delegate tasks and provide guidance to Retail Assistant Managers through effective communication • Build a respectful, inclusive and values-based store culture through regular communication, coaching and role modelling. • Develop and maintain volunteer rosters using Deputy to ensure the store is appropriately resourced. • Ensure volunteers receive the induction, training and ongoing support required to perform their roles safely and effectively. • Support volunteer recruitment, retention and recognition	• The store is appropriately staffed and rostered to operate effectively. • Volunteers and Retail Assistant Managers understand their shifts, duties and responsibilities. • Volunteers are trained and supported to use Deputy and relevant store systems. • Volunteer retention and engagement are maintained. • Team meetings, coaching and performance discussions occur regularly. • Conduct and performance matters are addressed promptly, fairly and in accordance with policy.

	activities in collaboration with the Retail Operations Coordinator and People and Culture Officer. • Provide timely and constructive feedback to support individual and team performance. • Conduct regular team meetings and communicate operational priorities, changes and expectations. • Address volunteer conduct and performance concerns in accordance with Doncare's policies and procedures. • Ensure staff and volunteers understand and comply with requirements relating to stock management, loss prevention, finance, customer service, shop operations and people management. • Apply best-practice volunteer management principles across the store.	• A positive, cooperative and professional workplace culture is maintained.
Work Health and Safety	• Understand, implement and promote Doncare's work health and safety policies, procedures and objectives. • Identify, assess and manage workplace risks, including risks relating to manual handling, customer behaviour, security, reputation and personal safety. • Ensure incidents, hazards and near misses are recorded and escalated promptly. • Assist with investigations and the implementation of corrective actions. • Protect the rights, safety and wellbeing of staff, volunteers, customers and donors. • Ensure the store complies with relevant work health and safety legislation and Doncare policies.	• Hazards and risks are identified and managed promptly. • Incident reports are completed accurately and submitted within required timeframes. • Corrective actions are implemented and monitored. • Staff and volunteers understand and comply with relevant safety procedures. • The store environment is maintained in a safe and orderly condition.
Expectations and directives in relation to policies and procedures and	• Ensure interactions with staff, volunteers, customers, donors and stakeholders reflect	• Conduct and decision-making consistently reflect Doncare's values and Code of Conduct.

Doncare's mission, vision and values	Doncare's values, Code of Conduct and Strategic Plan. • Maintain privacy, confidentiality and professional boundaries. • Promote Doncare's broader purpose and contribution to the community. • Comply with relevant legislation, policies, procedures and audit requirements. • Contribute to the review and improvement of retail policies, systems and processes. • Participate in supervision, training, team meetings and organisation-wide activities as required. • Contribute positively and proactively to quality improvement and work health and safety initiatives.	• Privacy, confidentiality, and compliance obligations are met. • Required records and documentation are accurate and complete. • The Retail Manager participates in scheduled supervision, training and meetings, except where reasonable circumstances prevent attendance. • Opportunities for operational improvement are identified and communicated. • Agreed quality improvement actions are implemented.
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The employee will be expected to perform other duties outside those set in the position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the agencies operational needs.

The Position Description may be amended from time to time at the organisation's discretion and with changing requirements. Where there is inconsistency between KPI's in this Position Description and those within the Agency's objectives, the Agency's Objectives will stand.

Key Selection Criteria

- Demonstrated experience in Retail Management with responsibilities including merchandising, stock control, staffing, meeting budgets and customer service
- Demonstrated experience in leading a team with the ability to supervise, mentor and support staff and volunteers
- High level visual merchandising skills to optimise stock presentation
- Experience in the recruitment, training, management and retention of volunteers with ability to guide and empower volunteers to follow operational and HR related policies and procedures
- Proven ability to work with a diverse range of people
- Demonstrated ability to manage competing priorities
- An understanding and commitment to a community-based agency and volunteerism
- High level of integrity and reliability
- Advanced skills in Microsoft Office Suite and database management
- Possess a high level of attention to detail
- Highly developed interpersonal skills including conflict resolution
- Understanding of Workplace Health and Safety obligations

Desirable

- Certificate IV or Diploma in Retail Management or Leadership.

- Experience in an op shop retail environment.
- Experience in e-commerce platforms such as Facebook Marketplace and eBay.

How to Apply:

Please submit your resume and a cover letter addressing the Key Selection Criteria via **Employment Hero**.