



Position Description

Position Title	Retail Manager, Opportunity Shop
Reporting to	Manager, Marketing, Communications and Business Systems
Hours of work	15 hours a week (3 days)
Classification	General Retail Industry Award Level 8
Program	Opportunity Shops
Position Location	Macedon Road, Lower Templestowe
Tenure	On-going
Date	March 2025

About Doncare

Doncare is a not-for-profit organisation 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 to the community with respect, skill and excellence. We foster strong partnerships and work collaboratively to establish and maintain financially sustainable, evidence based and innovative programs.

We identify emerging trends and work with the community to develop, implement, and improve a range of programs that respond to the diverse, persistent and emerging challenges that impact our community.

Doncare receives funding from local, State and Federal governments to operate several of our programs and utilises the proceeds of our opportunity shops and the support of private donations, philanthropic trusts and community support.

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.

Key Responsibilities

Responsible for retail operations at Doncare's opportunity shop in Macedon Road, the Retail Manager's key priorities are to achieve budget objectives, maximise store profit potential and take ultimate accountability to drive and lead growth. Build a positive workplace culture through values-based leadership and provide an inspiring experience for our team, customers and donors. Reporting to the Manager, Marketing, Communications and Business Systems, the Retail Manager will work closely with the Warehouse Operator to manage stock inventory and logistics.

Key Result Areas, Responsibilities and Performance Measures

Key Result Areas	Responsibilities	Performance Measures
Retail Operations	<p>Monitor weekly sales budgets and strive to exceed expectations</p> <p>Monitor daily sales performance and reporting through Loyverse POS platform.</p> <p>Lead and motivate the team to deliver exceptional customer service in accordance with Doncare's Core Values.</p>	<p>Deliver budget objectives assigned to maximise profit potential across your retail portfolio.</p> <p>Maintain accurate financial management records.</p> <p>Ensure transactions are processed and documented, randomly auditing the consistence of performance with policies & procedures.</p>

	<p>Ensure cash management and banking is compliant with Doncare's policies and procedures.</p> <p>Manage the processing of donations, pricing and stock rotation.</p> <p>Manage stock inventory processes to create a sales compulsive environment.</p> <p>Maintain high standards of Visual Merchandising.</p> <p>Monitor competitor activity and retail trends. Initiate activity to remain competitive in the market.</p> <p>Proactively and in conjunction with line management, develop, drive and support local marketing campaigns and promotional activity within the shop to drive sales.</p> <p>Manage recycling and waste in collaboration with Warehouse Operator.</p> <p>Develop mutually beneficial relationships with local businesses to source donations and valuations of items.</p>	
People and capacity Building	<p>Lead, maintain and actively work to ensure co-operative working relationships with approximately 30 volunteers through ongoing coaching, communication and ensuring a professional standard is maintained.</p> <p>Manage and communicate volunteer rosters using the Deputy platform to ensure adequate coverage to operate the store effectively.</p> <p>Ensure support and training is provided to volunteers for personal development and operational productivity.</p>	<p>Uphold Best Practice Volunteer Management processes.</p> <p>Volunteers are skilled in using the Deputy rostering system, which helps manage their schedules efficiently.</p> <p>The store is resourced and volunteers know their shifts and responsibilities.</p> <p>Comply with agency policies and procedures in relation to privacy and confidentiality.</p>

	<p>Implement effective recruitment, retention and recognition strategies for staff and volunteers in collaboration with HR.</p> <p>Provide feedback to develop and maintain performance of teams and individuals.</p> <p>Hold regular team meetings.</p> <p>Volunteer performance management.</p> <p>Ensure all staff and volunteers comply with the Stock Management, Visual Merchandising, Loss Prevention, Finance, Sales and Customer Service, Shop Operations and People Management obligations.</p>	Retention of volunteer workforce.
Work Health and Safety	<p>Understand, implement, participate and promote Doncare's Workplace Health and Safety (WHS) policies and procedures, objectives and processes.</p> <p>Actively assess, manage and where possible mitigate workplace risk including, WHS, customer related risk, reputation risk and personal risk.</p> <p>Record incidents and assist in taking remedial action.</p>	<p>Incident Reports are completed fully and supplied to HR in a timely and effective manner</p> <p>Protect the rights, safety and wellbeing of volunteers, staff and customers you interact with within the course of employment.</p>
Expectations and directives in relation to policies and procedures and Doncare's mission, vision and values	<p>Ensure all interactions with customers, clients, volunteers, stakeholders and staff are undertaken in accordance with the expectations outlined in Doncare's Strategic Plan and Code of Conduct.</p> <p>Ensure compliance with the OH&S Act and Doncare's policies.</p> <p>Quality and Continuous Improvement</p>	<p>Demonstrated commitment to work in accordance with Doncare's values.</p> <p>Promote Doncare's core business to positively impact the lives of the community we support.</p> <p>Contribute positively and proactively to team and organisation wide OH&S activities.</p>

		<p>Ensure compliance with legislation, contract and policy requirements in your day-to-day work in order to meet the audit, contract and registration obligations.</p> <p>Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes</p>
	Attend prearranged dates scheduled for supervision and training.	100% attendance, unless there is reasonable reason if unable to do so.

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
- Certificate IV or diploma in retail management or leadership, highly desirable
- Demonstrated experience in leading a team with the ability to supervise, mentor and support staff and volunteers
- Experience in the op shop retail environment, highly desirable
- Possess high level visual merchandising skills to optimise stock presentation
- Experience in e-commerce platforms such as Facebook Marketplace and eBay highly desirable
- 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 and in time management, setting priorities and planning work effectively
- Demonstrated resilience and ability to pivot with changing goals and tasks.
- 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
- Significant experience in retail management with responsibilities including merchandising, stock control, staffing, meeting budgets and customer service
- Experience in the recruitment, training, management and retention of volunteers
- Possess a high level of attention to detail
- Highly developed interpersonal skills including conflict resolution
- Understanding of Workplace Health and Safety obligations

Doncare offers our eligible employees real and meaningful benefits such as:

- NFP salary packaging (\$15,900 tax free) plus meals and entertainment benefit (\$2,650)
- Doncare fosters a supportive work environment, offering wellbeing initiatives to enhance staff wellbeing and a positive, thriving workplace. These include:
 - up to 2 paid mental health days per year, called 'Me Days,'
 - Employee Assistance Program (EAP) providing confidential counselling and support services.
 - teambuilding events and social activities to foster camaraderie and a sense of community
 - regular supervision to support staff development

How to Apply:

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

Conditions Of Employment

Salary and conditions are in accordance with the **General Retail Industry Award**. Salary packaging is offered with this position.

All offers of employment at Doncare are subject to a six-month probationary period.

An offer of employment is subject to a satisfactory Criminal History Check, a current Driver's License and a Working with Children Check prior to commencement.

Doncare has a legal and moral responsibility to ensure the safety of all children in accordance with the Child Safe Standards and expects all staff to commit to this standard and understand their duty of care obligations.

All employees of Doncare are bound by the approved policies and procedures of the agency as promulgated and varied from time to time.

The successful applicant will be required to substantiate formal qualifications and provide referees upon request.

Acceptance Of Position Description

I have read this document and agree to undertake the duties and responsibilities listed within. I acknowledge that:

- I have read, understood, and accept the Position Description
- The Position Description is an indication of the duties and responsibilities that I may be required to undertake.
- Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Doncare's philosophy.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by my immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

Employee

Name: _____

Signature: _____ Date: _____