



Position Description

Position Title	Retail Relief Assistant Manager, Opportunity Shops
Reporting to	Retail Operations Coordinator
Hours of work	<p>Part-time – 14 hours per week</p> <p>7 hours Friday 7 hours Saturday</p> <p>Please note: Saturday hours may initially commence at a reduced level during the onboarding or transition period, with a planned increase to full hours as operational requirements stabilise.</p> <p>Additional hours may be offered by mutual agreement during periods of leave, vacancies, or peak trading</p>
Classification	General Retail Industry Award Level 5
Program	Opportunity Shops
Position Location	Multi-site. Hours are worked across rotating op shop locations, based on operational need. (Lower Templestowe and Doncaster East)
Tenure	On-going
Date	January 2026

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 Square, 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 optimize 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

The Retail Relief Assistant Manager provides delegated management-level oversight across Doncare's op shop network, acting as the senior on-duty leader during allocated shifts. The role is responsible for independent decision-making, supervision of volunteers, operational risk management, and maintenance of retail performance and standards across multiple sites. This position plays a critical role in ensuring continuity of leadership, safety, and commercial performance during peak trading periods and when Retail Managers are unavailable.

Key Result Areas, Responsibilities and Performance Measures

The following performance measures outline how success in this role will be assessed. Measures are intended to support clarity, accountability, and consistent standards across all Doncare op shop locations.

Key Result Areas	Responsibilities	Performance Measures
Retail Operations & Store Leadership	<p>Act as the on-duty supervisor for allocated shifts, ensuring smooth day-to-day store operations</p> <p>Open and close stores in line with procedures, including cash handling and security processes</p> <p>Support achievement of daily sales targets and merchandising standards</p> <p>Ensure compliance with WHS, retail security, and Doncare policies and procedures</p> <p>Respond appropriately to incidents, customer issues, and operational challenges, escalating where required</p>	<p>Stores open and close on time, in accordance with procedures, with no avoidable compliance breaches</p> <p>Cash handling, banking, and end-of-day processes completed accurately with minimal discrepancies</p> <p>Incidents, risks, or operational issues identified promptly and managed appropriately during shift</p> <p>Escalations to Retail Managers or Retail Operations Manager are timely, clear, and well-documented</p> <p>Retail policies, WHS requirements, and security procedures are consistently followed</p>
People and capacity Building	<p>Provide clear direction, supervision, and support to volunteers on shift</p> <p>Foster a welcoming, inclusive, and respectful environment aligned with Doncare values</p> <p>Reinforce correct procedures (e.g. cash handling, pricing, security, volunteer purchases)</p> <p>Support on-the-job training for new volunteers and students as required</p>	<p>Volunteers report feeling supported, informed, and clear about expectations during shifts</p> <p>Volunteers are supervised appropriately, with correct floor coverage maintained at all times</p> <p>Procedures (pricing, purchases, cash handling, security) are consistently reinforced</p>

	<p>Model professional behaviour and positive customer engagement at all times</p> <p>Provide feedback to develop and maintain performance of teams and individuals.</p>	<p>Issues relating to volunteer conduct or performance are addressed respectfully and escalated where required</p> <p>New or relief volunteers receive clear guidance and on-the-job support</p>
Customer Experience	<p>Deliver high-quality customer service and address customer enquiries or concerns promptly</p> <p>Handle complaints sensitively and in line with Doncare's customer service standards</p> <p>Promote Doncare's mission and community impact to customers and donors</p>	<p>Customers consistently receive courteous, respectful, and responsive service</p> <p>Customer complaints or concerns are handled calmly and in line with Doncare standards</p> <p>Customer issues are resolved on shift wherever possible, reducing follow-up requirements</p> <p>Doncare's purpose and values are represented positively in all customer interactions</p>
Stock, Visual Merchandising & Donations	<p>Oversee pricing, presentation, and rotation of stock</p> <p>Support donation intake processes, ensuring quality, safety, and efficiency</p> <p>Maintain consistent visual merchandising standards across stores</p>	<p>Stock is priced, presented, and rotated in line with Doncare merchandising standards</p> <p>Shop floor presentation is tidy, safe, and visually appealing throughout shifts</p> <p>Donation intake processes are followed efficiently and safely</p> <p>Stock flow supports sales outcomes while maintaining quality standards</p>
Relief & Rotational Duties (Manager-on-Duty Role)	<p>Rotate between stores based on operational need</p> <p>Provide short-term relief during staff leave, vacancies, or periods of increased demand</p>	<p>Ability to transition effectively between stores with minimal disruption to operations</p>

	Maintain familiarity with each store's layout, volunteer cohort, and local operating requirements	<p>Familiarity demonstrated with store-specific layouts, processes, and volunteer cohorts</p> <p>Relief coverage contributes to continuity of leadership during absences or peak periods</p> <p>Feedback from Retail Managers indicates reliability, adaptability, and sound judgement</p>
Administration & Communication	<p>Complete required reporting (e.g. shift notes, incident reports, sales summaries)</p> <p>Communicate effectively with Retail Managers and the Retail Operations Manager</p> <p>Contribute to continuous improvement by identifying risks, issues, and opportunities</p>	<p>Shift notes, incident reports, and required documentation completed accurately and on time</p> <p>Clear, professional communication maintained with Retail Managers and Retail Operations Manager</p> <p>Issues, trends, or improvement opportunities are identified and communicated constructively</p> <p>Administrative tasks completed without detracting from on-floor leadership responsibilities</p>

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

Essential

- Demonstrated experience in retail, preferably in a supervisory or assistant management role

- Strong people skills with the ability to lead, support, and motivate volunteers
- Sound understanding of retail operations, including cash handling and store security
- Ability to work independently and make confident decisions during shifts
- High level of reliability, flexibility, and professionalism
- Strong alignment with Doncare's values and purpose

Desirable

- Experience working in a not-for-profit or volunteer-based environment
- Experience working across multiple sites
- Understanding of WHS obligations in a retail environment

Key Capabilities

- Clear communicator with a calm and respectful approach
- Confident decision-maker, particularly during busy or challenging periods
- Organised, adaptable, and solutions-focused
- Ability to balance operational demands with a supportive, people-centred leadership style