



South Melbourne Community Chest Inc.

Manager SMCC Opportunity Shop

Position Description

South Melbourne Community Chest Inc

The South Melbourne Community Chest was established in 1946. Today it is an Incorporated Association governed by a Committee of Management with the same purpose as when it was established – to advance the welfare of the community living in the municipality (now the City of Port Phillip). It does this by providing grants to organisations whose focus are the wellbeing of residents and the development of the local community. The primary source of income for the annual grants is from the operations of the Opportunity shop at 200 Bank Street South Melbourne.

The shop is a well established part of the community, well known and trusted by customers. Day to day operations are run by the Manager, a part time staff member and a dedicated team of volunteers who work hard to ensure its success. Proceeds from the shop are distributed annually to local community groups and organisations.

Role

The Manager is responsible for the daily operations of the shop; for building and leading a co-operative work environment and for promoting and marketing the shop through social media, the SMCC website and other advertising. Recruitment and training of volunteers and development of a database for customers and donors are central elements of the role.

KEY AREAS OF ACCOUNTABILITY

SERVICE DELIVERY

- Develop the business through advertising and social media.
- Achieve annual sales and profit forecasts.
- Ensure our pricing of product is competitive.
- Creative development of store layout and merchandising.
- Compliance with Workplace Health and Safety legislation
- Delegation of appropriate duties to the volunteers.
- Manage customer enquiries
- Inventory management: rotation of stock, markdowns and pricing.

- Arrange for disposal of non-saleable items.

PEOPLE MANAGEMENT

- Recruit volunteers through local and social media including “Be Collective” web portal.
- Ensure team members (the team includes paid staff and volunteers) have adequate support and training.
- Maintain and promote co-operative working relationships within the team
- Develop weekly rosters in consultation with staff and volunteers and coordinate backfill and emergency staffing as required.
- Maintain compliance with SMCC policies and procedures and ensure all team members do same
- Represent SMCC in a professional manner in accordance with the Code of Conduct
- Ensure all team members sign in and out at the start and end of their shift
- Attend all committee of management meetings.
- Attend training as required
- Provide a written operations report to the Committee of Management each month at least two working days prior to the monthly meeting.
- Attend the Annual Grants Day and facilitate the attendance of all staff and volunteers.

MARKETING AND COMMUNITY MANAGEMENT

- Promote the shop through social media.
- Update and maintain the SMCC website.
- Build a database of customers and donors.
- Build relationships with customers and donors through social media including weekly Facebook and Instagram posts; personal and email contact.
- Build community contacts and relationships with groups who have received grants from SMCC
- Develop and implement an annual sales event calendar.
- Ensure that each donor is recognised and acknowledged.

FINANCIALS

- Ensure all sales are accurately processed through the cash register and EFTPOS, sales and banking procedures are correctly followed
- Maintain cash register float
- Ensure all paperwork is managed in line with retail and finance policies and procedures.
- Ensure petty cash is utilised for authorised shop purchases only and is reconciled as per Cash Management Procedures
- Ensure all moneys are accounted for, paperwork is accurately completed and money banked daily or as soon as practicable the next day.
- Authorise staff and volunteer discounts on in house purchases

LOSS PREVENTION

- Ensure cash is secured daily

- Maintain a key register for staff/volunteers and ensure no additional keys are issued unless authorised by the SMCC Committee.
- Strictly adhere to security procedures when opening and closing the store
- Maintain awareness of internal and external theft and take preventative actions
- Immediately advise the Committee of Management (or President) if there is any suspicion that money or goods are being misappropriated.
- Ensure the security system is functioning.

HEALTH, SAFETY, SECURITY AND RISK MANAGEMENT REQUIREMENTS

- Act in a safe manner at all times, including complying with all safety instructions and training given at the workplace.
- Report to the Committee of Management (or President) all incidents/injuries and potential hazards immediately.
- Maintain a clean and tidy store including back room and kitchen
- Set up and implement a storage and access system for stock not on display.

PERSON SPECIFICATION

ESSENTIAL SKILLS, PERSONAL ATTRIBUTES & EXPERIENCE

- Organised and reliable
- Care with personal presentation
- Honesty and punctuality.
- Computer skills including word processing, data collection and entry, Internet, email and effective use of social media.
- Ability to embrace new technology to enhance productivity and effectiveness.
- Retail experience
- Leadership skills
- Commitment to high standards of customer service.

TRAINING PROVIDED

- Induction to South Melbourne Community Chest policies, processes and Code of Conduct
- Shop induction
- Development of computer skills and use of social media as required.
- Health and Safety Training

Reporting to: South Melbourne Community Chest Committee of Management

Driver's Licence Required: No

National Police Check Required: Yes

Working with Children Check: No

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