



# Position Description

## Team Leader – Dapto Shop

Version: 1.0

July 2022

### Document history

Version	Document Owner	Approved by	Approved on	Scheduled review date	Comments
1.0	Alicia Ferderer Retail Area Manager	Renee Green CEO	1/07/2022	31/7/2024	Adapted from Team Leader Corrimal v1.4

## PART A: POSITION SPECIFICATION

Role title	
Position Title	Team Leader - Dapto
Classification level/award rate:	Retail Employee Level 6 as defined within the General Retail Industry Award 2010
Reporting structure:	<u>Reporting to:</u> Retail Area Manager  <u>Direct reports:</u> Dapto volunteers, Casual Staff

### Position statement

The aim of this role is to provide management of volunteers and daily operations of Lifeline South Coast retail outlets in line with core KPIs. Critical components of this role are to foster an ongoing positive culture amongst volunteers, consistently reach profit-for-purpose targets, maintain a consistently high quality of goods for sale and implement and maintain safe work practices.

### Responsibilities

- Opening and closing shop procedures
- Providing high-level customer service
- Supervising volunteers and daily operations, including managing a volunteer schedule to ensure sufficient volunteer hours for operation
- Carrying out inductions and training of new volunteers
- Liaising with Team Leader Book Site to manage donation pickup including book donations for Bookteam and clothing, accessories and manchester donations for Nowra sorting
- Liaising with Team Leader Book Site to manage stock deliveries- books from Bookteam and clothing, accessories and manchester from Nowra sorting
- Liaising with Team Leader Nowra for weekly deliveries of clothing, accessories and manchester stock
- Ensuring stock is constantly refreshed and is of high quality, including supervision of the sorting, recycling and pricing processes
- Ensuring store is tidy and well presented at all times
- Implementing strong visual merchandising practices including regular updating of window and shop displays
- Developing sales strategies for increasing sales and profit-for-purpose margin in conjunction with the Retail Area Manager
- Ensuring accurate processing of sales using POS system, Eftpos and cash handling

- Maintaining accurate financial records and reporting including daily register closure summary, petty cash, and regular banking duties etc.
- Managing social media for store in conjunction with Retail Area Manager & Marketing Manager
- Availability for weekend shifts
- Adhering to all Lifeline South Coast policies and procedures
- Encouraging a positive culture within the organisation in line with Lifeline South Coast's Beliefs and Shared Values
- Other responsibilities as directed by the Retail Area Manager/ CEO

### **Delegations, authority levels and decision making**

- Has authority to manage retail operations in line with organisational policies, including
  - Selection and pricing of stock
  - Recruitment, induction, rostering and performance management of volunteers
- Purchasing with petty cash as per policy limits
- Can suspend a volunteer in Retail Area if breaches of policy or code of conduct occur
- Performance manage staff in consultation with Retail Area Manager

## **PART B: PERSON SPECIFIC**

### **Qualifications and experience**

- Proven experience in retail management including leading teams
- Experience working in a Not For Profit environment (desirable)
- Experience working with volunteers
- Awareness of clothing labels and awareness of makers and marks (desirable)

### **Key knowledge areas**

- Full understanding of Due Diligence in relation to Work, Health and Safety.
- Working knowledge of managing a target-based workplace
- Understanding of coaching and mentoring principles in the workplace
- Extensive retail industry knowledge

### **Key skills/abilities and personal attributes**

- Effectively lead and motivate a team of volunteers
- Change management skills
- Customer service focused

- Strong delegation and prioritisation abilities for self and others
- Proactive and displays initiative in forward planning and continual improvement
- Team player
- Problem solving skills
- Adaptable communication and negotiation skills
- Approachability
- Analytical and critical thinking skills
- Sales and goal focused
- Fosters an attitude of continual improvement

## Key Performance Indicators

### 1. Achievement of Sales Targets

KPI is met through:

- Developing sales strategies designed to increase nominal sales; setting price points in collaboration with Retail Area Manager and Shop Team Leaders to maximise item sales and increase items per purchase sales
- Identifying areas of concern regarding saleability of items
- Maintaining an optimum stock level as defined by Retail Area Manager
- Maintaining a high level of customer service and fostering a retail team attitude focusing on excellent customer care
- Monitoring daily figures to project weekly/monthly/quarterly expectations
- Maintaining accurate financial records

### 2. Volunteer Management

KPI is met through:

- Retention figures and attendance rates for existing volunteers
- Managing volunteer rosters to ensure adequate numbers for each shift/role and identifying and reacting to the need for volunteer recruitment when required
- Assisting in developing and implementing the induction and training process
- Successfully inducting and training new volunteers
- Clear communication and consultation processes including daily Team Talks
- Work together with Retail Area Manager on volunteer recognition initiatives
- Retail Area Manager observation of workplace culture

### 3. Store Presentation and Stock Quality

KPI is met through:

- Ongoing observation by Retail Area Manager
- Maintaining visual merchandising, window displays, racks and shelving at a high retail standard

<ul style="list-style-type: none"> <li>• Supervising cleaning roster to ensure all sections are vacuumed, dusted and tidied regularly</li> <li>• Supervising donation collection, sorting and pricing process</li> <li>• Regularly conducting quality checks and raising any concerns with volunteers</li> <li>• Spot quality checks conducted by Retail Area Manager to ensure adherence to LLSC stock processes.</li> </ul>
<p>4. Work Health Safety and Equal Employment Opportunity KPI is met through:</p> <ul style="list-style-type: none"> <li>• Compliance with WHS and EEO legislation and corresponding organisational policy</li> <li>• Regular discussion with team on relevant WHS topics</li> <li>• WHS issues raised are documented and addressed as soon as is practicable</li> <li>• Timely completion of incident and injury reporting including near misses</li> <li>• Regular communication with Retail Area Manager regarding WHS</li> <li>• Ensure volunteer interactions are free from discrimination</li> <li>• Accurate and timely monthly site and six monthly first aid inspections</li> </ul>
<p>5. Site Management and Workplace Housekeeping KPI is met through:</p> <ul style="list-style-type: none"> <li>• An organised workplace without hazards</li> <li>• Clear and maintained signage where required for safety or other instruction</li> <li>• Maintenance of required levels of stock and supplies</li> <li>• Clean and well maintained equipment</li> <li>• Clean and tidy staff work areas</li> <li>• Timely management of site maintenance</li> <li>• Accurate and timely monthly site and first aid inspections</li> </ul>
<p>6. Conduct in accordance with the Beliefs and Shared Values of Lifeline South Coast KPI is met through:</p> <ul style="list-style-type: none"> <li>• Positively reinforcing Beliefs and Shared Values in dealing with all Lifeline South Coast stakeholders</li> <li>• Ensuring volunteers are familiar with our Beliefs and Shared Values</li> <li>• Adhering to and managing the Code of Conduct with the volunteer team</li> <li>• Acting with integrity, respect and compassion</li> <li>• Maintaining an approachable presence across retail operations to foster open and positive communication</li> <li>• Building and managing positive stakeholder relationships</li> <li>• Measured through observation by Retail Area Manager of both Shop Team Leader and volunteer team conduct</li> </ul>

## **PART C: ACKNOWLEDGMENT**

I have read and understand the position description

Signed

Date