



Lifeline South Coast

Position Description – Assistant Team Leader Region

Version 2.0

Release Date: FEBRUARY 2026

Review Date: FEBRUARY 2028

Table of contents

DOCUMENT HISTORY	3
1 POSITION DESCRIPTION	4
1.1 POSITION SPECIFICATION	4
1.2 POSITION STATEMENT	4
1.3 RESPONSIBILITIES	4
1.4 DELEGATIONS, AUTHORITY LEVELS, & DECISION MAKING	5
2 PERSON SPECIFIC	6
2.1 QUALIFICATIONS & EXPERIENCE	6
2.2 KEY SKILLS/ABILITIES & PERSONAL ATTRIBUTES	6
3 ACKNOWLEDGEMENT	ERROR! BOOKMARK NOT DEFINED.

Document History

Version	Document Owner	Approved By	Approval Date	Review Date	Comments
1.0	Alicia Ferderer Retail Area Manager	Renee Green CEO	16/10/2024	31/10/2025	Document creation
2.0	Alicia Ferderer Retail Area Manager	Renee Green CEO	26/02/2026	28/02/2028	Update in line with Team Leader format

DO NOT PRINT THIS PAGE

1 Position Description

1.1 POSITION SPECIFICATION

Position Title	Assistant Team Leader - Region
Award	General Retail Industry Award 2010
Award Level / Rate	Level 5
Reporting Structure	<u>Reporting to</u> Shop Team Leaders relevant to the region <u>Direct reports</u> Retail volunteers

1.2 POSITION STATEMENT

This position provides support to Team Leaders in the management of volunteers and daily operations of Lifeline South Coast retail outlets in line with core KPIs. Critical components of this role are to work under the direction of the Team Leaders 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.

1.3 RESPONSIBILITIES

Daily Operations

- Opening and closing shop procedures
- Lead team in providing high-level customer service
- Proactively manage workplace health and safety for team and customers
- Ensuring store is tidy and well presented
- Work in collaboration with the Team Leader to implement strong visual merchandising practices including updating of window and shop displays

Team

- Support and supervision of volunteer team
- Proactive communication to Team Leaders on volunteer schedule requirements to ensure sufficient volunteer hours for operation
- Carrying out inductions and training of new volunteers as required
- Overseeing the daily operations of the dock processes and procedures including volunteers, incoming donation coordination, and dock and

- driveway management
- Additional task specific to Nowra Shop: Overseeing Volunteer Dock Assistant in the daily operations of the dock procedures including LLSC forklift management and operations, and Book Fair pallet storage.

Stock

- Work in collaboration with the Team Leaders to ensure stock is constantly refreshed and is of high quality, including supervision of the sorting, stock selection and pricing and recycling processes.

Financial

- Work in collaboration with Team Leaders on development and implementation of strategies for increasing sales and profit-for-purpose margin.
- 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.

Internal Stakeholders

- Proactive communication with Team Leaders on all matters
- Collaborating with the Team Leaders to support sales strategies across the organisation, including on-line shop
- Working with the Team Leader to support Logistics functions i.e. waste, wholesale and recycling pickups, donations and shop transfers
- Working with the Team Leader to support book ordering and book procedures
- Submitting content for social media in conjunction with Retail Area Manager & Marketing, Partnerships & Events Manager

Other

- Flexible availability to support organisational needs
- Adhering to all Lifeline South Coast policies and procedures
- Encouraging a positive culture within the organisation in line with Lifeline South Coast's Values and Code of Conduct
- Other responsibilities as directed by the Shop Team Leaders/ Retail Area Manager/ CEO

1.4 DELEGATIONS, AUTHORITY LEVELS, & DECISION MAKING

Decision Making

This role has the authority to manage day-to-day site retail operations in line with organisational policies.

Volunteer Management

- Carrying out inductions and training of new volunteers as required
- Ongoing support and supervision of all volunteers
- Can suspend a volunteer where a breach of policy and/or code of conduct occur or is reasonably suspected

Staff Management

NIL

Financial Management

- Purchasing with petty cash as per policy limits

2 Person Specific

2.1 QUALIFICATIONS & EXPERIENCE

Essential

- Experience in retail management including leading teams
- Experience in leading a team to comply with WHS regulations

Desirable

- Experience working in a Not-for-Profit environment
- Experience working with volunteers
- Awareness of clothing labels and awareness of makers and marks

2.2 KEY SKILLS/ABILITIES & PERSONAL ATTRIBUTES

- Effectively lead and motivate a team of volunteers
- Ability to work as part of team
- Proactive and displays initiative
- Strong focus on customer service and KPIs
- Strong delegation and prioritisation abilities for self and others
- Adaptable communication and negotiation skills
- Approachability

3 Key Performance Indicators

1. Achievement of Sales Targets

KPI is met through:

- Contributing to development and implementation of sales strategies designed to increase nominal sales
- Identifying areas of concern regarding saleability of items
- Maintaining an optimum stock level as defined by Team Leaders/ Retail Area

Manager

- Maintaining a high level of customer service and fostering a retail team attitude focusing on excellent customer care
- Maintaining accurate financial records

2. Volunteer management

KPI is met through:

- Clear, proactive communication to Team Leaders around
 - Volunteer rosters
 - Volunteer training needs
 - Volunteer management
- Support Team Leaders in
 - Daily supervision and support of volunteer team
 - Communication and consultation processes with the volunteer team, including regular Team Talks
 - development of volunteer recruitment and training procedures
 - management of Better Impact procedures including keeping the active volunteer list up to date and ensuring all volunteers hours logged are accurate
 - volunteer recognition initiatives
- Successfully inducting and training new volunteers
- Retention figures and attendance rates for existing volunteers
- Role-model and reinforce behaviours consistent with LLSC Policy, Procedures and Values
- Retail Area Manager observation of workplace culture across sites

3. Store Presentation and Stock Quality

KPI is met through:

- Supporting Team Leaders to
 - Maintain optimum stock quality in collaboration with Team Leaders
 - Maintain visual merchandising, window displays, racks and shelving at a high retail standard
- Supervising the daily cleaning roster to ensure all sections are vacuumed, dusted and tidied regularly
- Supervising the donation collection, sorting and pricing process
- Ongoing observation by Team Leaders/ Retail Area Manager

4. Work Health Safety and Equal Employment Opportunity

KPI is met through:

- Proactive daily management of workplace health and safety, including
 - Regular discussion with team on relevant WHS topics
 - Addressing WHS issues as soon as practicable
 - Timely reporting and documentation and reporting of all WHS issues (incidents, injuries, near miss, hazards etc)

- Regular communication and consultation with Team Leader and Retail Area Manager
- Compliance with relevant legislation, policy and procedures
- Completing site/vehicle/first aid/other inspections as directed by Team Leader
- Role-model and reinforce safe practices

5. Site Management and Workplace Housekeeping

KPI is met through:

- Supporting Team Leaders to maintain
 - An organised workplace without hazards
 - Clear signage where required for safety or other instruction
 - Required levels of stock and supplies
 - Clean and well-maintained equipment
 - Clean and tidy staff work areas
- Timely reporting of site maintenance concerns

6. Conduct in accordance with the values of Lifeline South Coast

KPI is met through:

- Supporting Team Leader to ensure volunteers are familiar with, and acting in accordance with Lifeline South Coast's Values and Code of Conduct
- Adhering to and role modelling Lifeline South Coast's Values and Code of Conduct
- Maintaining an approachable presence to foster open and positive communication
- Maintaining positive stakeholder relationships in collaboration with Team Leaders
- Measured through observation by Retail Area Manager

4 Acknowledgement

I have read and understand the position description.

Signed

Date