



# **Position Description**

## **Team Leader – Shop**

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## PART A: POSITION SPECIFICATION

Role title	
Position Title	Team Leader - Shop
Classification level/award rate:	General Retail Industry Award 2010 Level 7
Reporting structure:	<u>Reporting to:</u> Retail Area Manager  <u>Direct reports:</u> Shop Retail Volunteers, Assistant Team Leader, Casual Retail Assistants

### 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

#### 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
- Implementing strong visual merchandising practices including regular updating of window and shop displays

#### Team

- Support and supervision of volunteer team
- Manage volunteer schedule to ensure sufficient volunteer hours for operation
- Carrying out inductions and training of new volunteers, including directing Assistant Team Leader on inductions and training
- Overseeing the Assistant Team Leader/ Casual Retail Assistants to ensure daily operations are performed timely and according to procedure and policy when offsite/ not working

#### Stock

- Ensuring stock is constantly refreshed and is of high quality, including supervision of the sorting, stock selection and pricing and recycling processes

### Financial

- Working with the Retail Area Manager to develop and implement strategies for increasing sales and profit-for-purpose margin, including seeking input from Assistant Team Leader
- 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

- Liaising with Team Leader Logistics to manage waste, wholesale and recycling pickups, donations and shop transfers
- Liaising with Team Leader Books to ensure shop book orders are placed and delivered in a timely manner
- Submitting content for social media in conjunction with Retail Area Manager & Marketing, Partnerships & Events Manager
- Collaborating with Retail Area Manager to support sales strategies across the organisation, including on-line shop

### 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 Retail Area Manager/ CEO

## Delegations, authority levels and decision making

### Decision Making

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

This role has scope to recommend systems and processes to review, with recommendations to be presented to the Retail Area Manager prior to action.

### Volunteer Management

- Recruitment, selection and training of volunteers
- Ongoing support and supervision of all volunteers
- Can suspend volunteers where a breach of policy and/or code of conduct occurs or is reasonably suspected

### Staff Management

This role does not directly manage staff, but includes day-to-day direction of staff working from the site on an ongoing or ad-hoc basis including

- Managing tasks and priorities while on-site
- Working with the Retail Area Manager to support training and development

- Maintaining clear communication
- Keeping Retail Area Manager informed of performance to support continuous learning and improvement
- Contributing to performance management under direction of Retail Area Manager

#### Financial Management

Financial delegation as per delegated authority chart.

## **PART B: PERSON SPECIFIC**

### **Qualifications and experience**

- Proven experience in retail management including leading teams
- Experience in leading a team to comply with WHS regulations
- Experience working in a Not For Profit environment (desirable)
- Experience working with volunteers(desirable)
- Awareness of clothing labels and awareness of labels 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 including adaptable communication skills
- Proactive and displays initiative in problem solving, forward planning, continual improvement and change management
- Strong focus on customer service and KPIs
- Strong delegation and prioritisation abilities for self and others
- Team player
- Approachability

## 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 expenses in accordance with budget
- 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
- Timely and accurate management of the volunteer team in Better Impact
- 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, including training, WHS, Values and organisation updates
- Role-model and reinforce behaviours consistent with LLSC Policy, Procedures and Values
- Work together with Retail Area Manager and Team Leaders 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
- Supervising cleaning roster to ensure all sections are vacuumed, dusted and tidied regularly
- Supervising donation collection, sorting and pricing process
- Regularly conducting quality checks and raising any concerns with volunteers

<ul style="list-style-type: none"> <li>Spot quality checks conducted by Retail Area Manager to ensure adherence to LLSC stock processes.</li> </ul>
<p>4. Work Health Safety KPI is met through:</p> <ul style="list-style-type: none"> <li>Compliance with WHS legislation and corresponding organisational policy and procedures</li> <li>Regular training, discussion and reinforcement with team</li> <li>An organised, clean and tidy workplace without hazards</li> <li>Clear and maintained signage where required for safety or other instruction</li> <li>Clean and well maintained equipment</li> <li>Issues are documented and addressed as soon as is practicable. including timely completion of incident and injury reporting, hazards, near misses and workplace inspections</li> <li>Regular clear and transparent communication with Retail Area Manager regarding WHS</li> </ul>
<p>5. Conduct in accordance with the Values and Code of Conduct of Lifeline South Coast KPI is met through:</p> <ul style="list-style-type: none"> <li>Positively role-modelling and reinforcing the Values and Code of Conduct in dealing with all Lifeline South Coast stakeholders</li> <li>Ensuring workers are familiar with, and acting in accordance with, our Values and Code of Conduct</li> <li>Maintaining an approachable presence across retail operations to foster open and positive communication</li> <li>Building and managing positive stakeholder relationships <ul style="list-style-type: none"> <li>Retail Area Manager observation</li> </ul> </li> </ul>

## PART C: ACKNOWLEDGMENT

I have read and understand the position description

Signed

Date