

POSITION DESCRIPTION

Store Assistant

OVERVIEW

Program:	Op Shops
Reports to:	Store Coordinator
Supervise:	Volunteers
Date of Last Review:	March 2019
Classification:	Retail Employee Level 4 Sacred Heart Mission Enterprise Agreement 2018 or subsequent Agreements
Victorian Portable Long Service Benefits Scheme	This role has been deemed ineligible to participate in Scheme

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

The mission currently operates twelve opportunity shops. The op shops provide almost a third of Sacred Heart Mission's operating income. Various programs are reliant on the op shops as their major source of funding. This level of income is only possible due to the generous donations received from the community and the customers who shop in our stores. The number of op shops and the level of income is expected to grow over the next 10 years.

PURPOSE OF THE POSITION

The role assists the Store Coordinator, Deputy Coordinator and other Op Shop staff in the day-to-day operation and maintenance of the store, and will contribute to stock management, sales and revenue optimisation and customer satisfaction. The role assists in developing and maintaining a committed and supportive team of staff and volunteers. In the absence of the Store Coordinator or Deputy Coordinator, the role may also be required to assist in managing the store.

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KEY RESPONSIBILITIES

Accountability	Major Activities
Stock Control	<ul style="list-style-type: none"> Sort and price stock to agreed standards with the Store or Deputy Coordinator, in a timely and effective manner. Dispose of unwanted goods in a safe and timely manner. Be aware of designer and vintage wear, as well as collectibles and valuables, and price to optimise returns. Manage markdowns and rotate stock as required. Be alert to the possibility of theft. Once sold, turnover furniture and other large items as promptly as possible and replace with unsold items.
Customer Service	<ul style="list-style-type: none"> Provide professional and courteous service to donors and customers at all times. Provide respectful and courteous phone assistance. Be aware of SHM's services and refer enquiries to appropriate people when necessary.
Supervision	<ul style="list-style-type: none"> Through example, on-site training and availability, assist the Store or Deputy Coordinator in the management and support of volunteers. Develop a productive and respectful working relationship with volunteer staff. Respectfully delegate tasks to volunteers and provide support.
Presentation	<ul style="list-style-type: none"> In consultation with the Store or Deputy Coordinator, ensure the visual merchandising, window dressing, and the safe and general presentation of all areas of the store is maintained. Assist in keeping the store, merchandise and fixtures clean – this will involve vacuuming, dusting, cleaning of amenities and appliances.
Operations	<ul style="list-style-type: none"> Adhere to reasonable directions from Store or Deputy Coordinator. Assist with opening and closing the premises.

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	<ul style="list-style-type: none"> ▪ Ensure correct cash register balancing, cash handling, banking and record keeping. ▪ Adhere to point of sale procedures, including EFTPOS. ▪ Ensure courteous and timely communication with other staff and volunteers, up to and including the utilization of communication and log books. ▪ Adhere to all the SHM and op shop policies and procedures; maintain confidentiality and privacy in all matters relating to staff, customers, procedures and security.
OH&S	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
RISK	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
CQI (Continuous Quality Improvement)	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

MANDATORY REQUIREMENTS

- A current Criminal Records Check
- A current Victorian Working with Children Assessment Notice
- Current COVID-19 vaccination certificate or equivalent

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QUALIFICATIONS

Desirable

- Valid driver's licence to drive in Australia
- Certificate III or above in Retail
- Manual Handling Training
- OH&S Training
- Visual Merchandising Training

KEY SELECTION CRITERIA

- Demonstrated experience in a retail or op shop environment.
- Proven ability to provide efficient and effective customer service.
- Excellent communication skills, both verbal and written.
- High level interpersonal skills, with a demonstrated capacity to work collaboratively with others.
- Ability to follow processes and adhere to procedures and procedures.
- Ability to display effective personal judgement when working alone.
- Strong alignment with the values of Sacred Heart Mission.

APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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