



Position Description

Position Title	Retail Assistant
Portfolio	Social Enterprises
Area	Social Enterprises
Reports To	Store Manager

Organisation Purpose

Our vision at the Brotherhood of St. Laurence (BSL) is an Australia free of poverty. Our purpose is to advance a fairer Australia through our leadership on policy reform, our partnerships with communities, and the quality of our services.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, industry and communities to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our services that support financial wellbeing. We research the causes and effects of poverty and connect research, practice and policy to advocate national, state and local policy responses to poverty.

BSL values diversity and inclusion with regard to our staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all people to be supported, respected, safe and empowered.

Portfolio Purpose

To generate funds in support of BSL Programs through recycling donations, and the participation of volunteers in a safe and welcoming environment.

Position Purpose

Support all retail operations as directed by store manager.

Key Responsibilities

- Ensure high quality reputation through providing high quality, courteous and professional customer service, sales and merchandising;
- Ensure customer requests are met in a professional and timely manner;
- Ensure the store and back of house areas are clean and tidy at all times;
- Ensure donations are sorted according to the Social Enterprises retail standards;
- Assist with the display, sale and stock control of product including furniture, whitegoods and clothing;
- Use initiative to solve problems and report any issues to Store Manager;
- Provide feedback and suggestions on solutions for customer service issues;
- Shift materials safely using safe manual handling methods including the use of appropriate mechanical aids;
- Comply with BSL Health, Safety and Wellbeing procedures, report incidents and undertake Risk Assessments to ensure BSL's OHS legislative requirements are met
- If required, support the Store Manager in the training of volunteers in accordance with relevant guidelines/standards.
- Work collaboratively within teams to achieve common goals
- Demonstrate a commitment to BSL's quality framework and culture by participating in and promoting quality actions through continual improvement activities
- In collaboration with Store Manager, set goals and objectives to ensure outcomes are met
- Model BSL's values and adhere to the Code of Conduct in everyday work practices
- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with BSL policies and procedures.
- This position will require direct contact with children and/or vulnerable individuals
- Other duties as required

Scope of Responsibility

Organisational Relationships

Internal stakeholders - BSL employees and volunteers
External stakeholders - donors and customers

Indirect Reports:

Volunteers

Key Selection Criteria

Essential

- Previous retail experience in recycled goods is preferred but not essential
- Ability to work effectively both independently and within a team environment to achieve objectives.
- Well-developed interpersonal and communication skills, with the ability to liaise and work with volunteers, staff and people from diverse backgrounds.
- Professional manner and high customer service focus.
- Flexible attitude with an ability to adapt to changing circumstances.
- Proactively and safely resolve customer conflict should it occur, or escalate as appropriate
- Ability to lift up to 12 kg objects, with the ability to bend and stand for long period of time.
- Ability to follow instructions and adhere to company policies and processes.
- Ability to identify problems and make appropriate recommendations.
- Understanding of and empathy with the values and ideals of the BSL.

Desirable

- Previous experience in the sorting of recycled goods to support the retail operation
- An interest in fashion / textiles

Mandatory

- Specific work requirements include weekend work, attendance at a variety of different work locations.
- Proof of eligibility to work in Australia is required.
- A satisfactory Police Check is required – BSL will support successful candidates in this process.
- A Working with Children Check is required for this position. BSL will facilitate this process

Career Experience:

- Customer Service
- Retail experience

Personal Qualities:

- Teamwork capability and accountability
- Positive attitude
- Appreciation of the circular economy
- A commitment to maintaining and supporting child safety, equity, inclusion, and cultural safety
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence.

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur, and it may be amended from time to time as organisational needs change. Changes to the position description will be consistent with the purpose for which the position was established.