

## POSITION DESCRIPTION

### Store Assistant

<b>Program:</b>	Social Enterprise
<b>Reports to:</b>	Store Manager
<b>Supervises:</b>	Nil
<b>Date of Last Review:</b>	January 2026
<b>Classification:</b>	Op Shop Employee Level 2 Sacred Heart Mission Enterprise Agreement 2023 or subsequent Agreements
<b>Long Service Leave</b>	Long Service Leave Act 2018 (Vic) or its successor This role has been deemed <b>ineligible</b> to participate in Scheme

#### PROGRAM INFORMATION

The mission currently operates sixteen 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 Manager, Assistant Store Manager, 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 Manager or Assistant Store Manager, the role may also be required to assist in managing the store.

#### KEY RESPONSIBILITIES

Accountability	Key Responsibilities/duties (note: this is not an exhaustive list)
<b>Stock Control</b>	<ul style="list-style-type: none"> <li>Sort and price stock to agreed standards and volume as directed by the Store Manager or Assistant Manager, in a timely and effective manner.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Dispose of unwanted goods in a safe and timely manner.</li> <li>• Be aware of designer and vintage wear, as well as collectibles and valuables, and price to optimise returns.</li> <li>• Manage markdowns and rotate stock as required.</li> <li>• Be alert to the possibility of theft.</li> <li>• Once sold, turnover furniture and other large items as promptly as possible and replace with unsold items.</li> <li>• Pick and pack goods as directed that support all stores including but not limited to stock, consumable items and online store purchases.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Always provide professional and courteous service to donors and customers.</li> <li>• Provide respectful and courteous phone assistance.</li> <li>• Be aware of SHM's services and refer enquiries to appropriate people when necessary.</li> </ul>
<b>Supervision</b>	<ul style="list-style-type: none"> <li>• Through example, on-site training and availability, assist the Store Manager or Assistant Manager in the management and support of volunteers.</li> <li>• Develop a productive and respectful working relationship with volunteer staff.</li> <li>• Respectfully delegate tasks to volunteers and provide support.</li> </ul>
<b>Presentation</b>	<ul style="list-style-type: none"> <li>• In consultation with the Store Manager or Store Assistant Manager, ensure the visual merchandising, window dressing, and the safe and general presentation of all areas of the store is maintained.</li> <li>• Assist in keeping the store, merchandise, and fixtures clean – this will involve vacuuming, dusting, cleaning of amenities and appliances.</li> <li>• Ensure required key performance measures set by the Store Manager and Assistant Manager are achieved to deliver sales targets including stocking shop floor, executing directed markdowns, performing stock culls and other reasonable requests.</li> </ul>
<b>Operations</b>	<ul style="list-style-type: none"> <li>• Adhere to reasonable directions from Store Manager or Store Assistant Manager.</li> <li>• Assist with opening and closing the premises.</li> <li>• Ensure correct cash register balancing, cash handling, banking and record keeping.</li> </ul>

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	<ul style="list-style-type: none"> <li>Adhere to point of sale procedures, including EFTPOS.</li> <li>Ensure courteous and timely communication with other staff and volunteers, up to and including the utilisation of communication and logbooks.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>Attend and participate in regular supervision sessions.</li> <li>Undertake all mandatory and core training in a timely manner.</li> <li>Participate in annual professional development and review (PDR) process and take responsibility for own training and development plan in collaboration with direct supervisor.</li> </ul>
<b>Health &amp; Safety</b>	SHM staff are required to take reasonable care of their own health and safety and others in the workplace and comply with relevant policies, procedures, and instructions.
<b>Information Security</b>	All staff are required to manage information and data in accordance with SHM frameworks, policy and, procedures relating to privacy, document and data management, and cyber security.
<b>RISK</b>	All SHM staff are required to consider, identify and address risk in accordance with the responsibilities of their position.
<b>CQI (Continuous Quality Improvement)</b>	All SHM staff are encouraged to identify quality improvement opportunities and implement and monitor CQI initiatives in accordance with the responsibilities of their position.
<b>TIC (Trauma Informed Care)</b>	All SHM staff are required to engage in TIC learning and development and integrate their understanding of and responsiveness to the impact of trauma within their work.

## MANDATORY REQUIREMENTS

- Eligibility to Work in Australia.
- A current Criminal Records Check.

## 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

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- 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.
- Ability to display effective personal judgement when working alone.
- Strong alignment with the values of Sacred Heart Mission.

## **VISION, PURPOSE AND VALUES**

Our **vision** is of an inclusive and fair society where people can live a fulfilling life.

Our **purpose** is to end homelessness, deep disadvantage and social exclusion by building people's capacity and promoting fairer and more inclusive communities and service systems.

Our **Values** are:

### **Welcome**

- We value people as they are and treat everyone with respect.
- We greet others with a smile and introduce ourselves.
- We show genuine interest in other people.

### **Community**

- We give everyone an opportunity to share their ideas, opinions and feedback and we listen to what people say.
- We support each other to succeed and join up for the common good.
- We actively participate in the life of Sacred Heart Mission.

### **Kindness**

- We make time to understand and support people's individual needs.
- We communicate with each other in a positive, helpful and compassionate manner.
- We listen deeply and never assume that we know what is best for others.

### **Integrity**

- We make decisions that are true to our vision and purpose.
- We are honest in what we say and do.
- We keep our promises and fulfill the tasks we are expected to do.

### **Courage**

- We look for new ways to solve problems and improve how we work.
- We speak up when things are not right to achieve better outcomes.
- We take responsibility for our actions and accept when we are wrong.

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**POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES**

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