

Position Description

Assistant Store Manager – Clearance Store

Position	Assistant Store Manager – Clearance Store
Team	Social Enterprise
Role Classification	General Retail Industry Award, Level 6
Employment Type	Part-time, Permanent
Hours	as per contract
Location	Family Life Opportunity Shops (Bunurong Land) <i>From time to time the incumbent may be requested to work from, or be based at, other Family Life sites.</i>
Reports To	Retail Store Manager
Effective Date	July 2026

Overview of Program

Family Life operates a number of opportunity shops and a warehouse, with the purpose of raising funds for the organisation, to enable Family Life to provide quality services to children, young people and families within the community. The opportunity shops and warehouse are supported by a team of dedicated volunteers and the social enterprise program is a key element of Family Life's approach to building capable and supportive communities.

Position Objective

The Assistant Store Manager – Clearance Store is responsible for supporting the Clearance Store Manager with the day-to-day operations of the Clearance Store, including the efficient flow, organisation, presentation and rotation of clearance stock across high volume categories such as clothing, books, furniture and homewares. The position performs shop duties in a timely and professional manner, contributes to operational efficiencies and store objectives, and helps create a safe, fun and welcoming environment for customers, employees and volunteers.

Key Responsibilities

The key responsibilities include but are not limited to:

- Provide and maintain high levels of customer service to all customers, ensuring customers are welcomed and supported in line with organisational values.
- Effectively communicate with the Clearance Store Manager, providing timely updates on daily operations, customer matters, volunteer support and any issues arising from duties.
- Support the efficient and effective day-to-day operation of the Clearance Store, including compliance with relevant policies, procedures, OHS requirements and retail standards.
- Assist with maintaining an organised, safe and functional large format retail space, including store layout, storage, merchandising and presentation of clearance stock.
- Support the flow, organisation and rotation of clearance stock across clothing, books, furniture, homewares and other high volume product categories.
- Provide day-to-day guidance and support to volunteers, including clear direction, task allocation and encouragement of a collaborative team environment.
- Open and close the store as required.
- Complete cash handling and banking duties in line with Family Life policies and procedures.
- Contribute to achieving store revenue, profit and clearance targets through effective customer service, stock presentation and stock turnover.
- Assist with monitoring inventory levels, identifying high volume categories and supporting stock management processes in line with clearance store priorities.
- Assist the Clearance Store Manager with promotions, sale days, VIP nights and events designed to increase stock turnover and customer engagement.
- Collaborate with volunteer management and retail leadership by sharing feedback, identifying opportunities for improvement and supporting effective communication across the wider Social Enterprise team.

Key Selection Criteria

1. Demonstrated experience in second hand retail, preferably apparel or homewares or other high volume product categories
2. Demonstrated customer centric approach to achieving sales targets.
3. Demonstrated digital point of sale system experience and cash handling experience.
4. Proven ability to interact and network positively with a variety of people.
5. Team player, flexible with a positive attitude.
6. Availability to work public holidays when required.
7. Excellent organisational and time management skills.
8. Experience assisting and supporting vulnerable members of the community.
9. Information technology skills, including proficiency in Microsoft Office suite, CRM and point of sales system

The Family Life Way

Our six principles are at the heart of the work that we do at Family Life, they inspire us to achieve the best results for our clients and the communities we serve. The principles exemplify our commitment to support our people to produce quality services and outcomes.

Create Safety



- Safety for Clients and Peers
- Respect, Empowerment & Well-being
- Be Supportive
- Be Kind

Celebrate Difference



- Welcome Diversity
- Celebrate Difference Of Ideas
- All Community Members are Welcome at Family Life
- Share Knowledge and Experiences

Be Bold



- Fail Forward
- Lead By Example
- Ask Why?
- Ask for Feedback and Self-Reflect

Be Real



- Be the Best Version of Yourself
- Admit What You Don't Know
- Have the Hard Conversations, Respectfully
- Be Open and Honest

Dream Big



- Have Stickability - Persistence
- Think differently, Innovatively
- Be Adaptable
- Plan and Prioritise

Embrace Everyone



- Many Voices, One Purpose - To Transform Lives for Stronger Communities
- Collaboration
- Partnerships
- Be Inclusive and Encourage Participation

Additional Information

- Family Life is a youth and child safe organisation that values, respects, and listens to children and young people.
- All offers of employment are subject to a satisfactory Working with Children Check and Police Records Check.
- Family Life operates across multiple sites, therefore it is essential that all employees hold a current and valid Driver's Licence.
- Family Life offers generous salary packaging benefits.
- All offers of employment at Family Life are subject to a six-month probationary period.
- Family Life is committed to providing a safe, healthy and friendly working environment.
- Family Life prides itself on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.
- Family Life expects all employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.