



POSITION DESCRIPTION

Retail Manager

Location:	Dickson Centre
Department:	Commercial Operations
Reports to:	Area Manager/Director Commercial Operations
Direct reports:	Retail Employees and Volunteers
Classification:	Retail Level 4 to 5

Our Organisation

The St Vincent de Paul Society Canberra/Goulburn (the Society) has been serving the local community since 1924. We are a charity based, not-for-profit organisation offering a 'hand up' to people in need. The organisation is primarily made up of passionate members, volunteers, and dedicated employees. The work of the Society is funded through donations, enterprise run by the Society and some government funding. We operate in Canberra/ Goulburn and surrounding regions, ranging from Lake Cargelligo in the North to the Eden in the South and from Tumut in the West to Crookwell in the East.

Our Society members work together in groups known as 'Conferences'. They visit people in their homes or within the Vinnies shops and offer support, friendship, and material assistance.

Values

Our own actions and behaviours in performing our duties are guided by the Society's Code of Conduct and organisational values of Courage, Respect, Compassion, Advocacy, Integrity, Empathy and Commitment.

Position Primary Purpose

As a leading retailer, you will be responsible for the overall quality management and operation of a Vinnies shop; leading, coaching and managing a team of dedicated staff, including Volunteers and paid employees, to ensure we are delivering our customers and those we assist the retail experience (service and product) we pride ourselves on.

A typical Vinnies shop is a unique retail environment, whilst they are similar to many retail outlets the Retail Manager role is multi-faceted and diverse. We are enhancing our retail environment to further meet the needs of the community and expand our operations, and it's important that the Retail Manager is able to adapt to changes in the marketplace.

In collaboration with the Area Manager, the Retail Manager will ensure the workplace culture is built on the wellbeing of people, trust, transparent communication with clear performance expectations, support, honest feedback, sharing of information and quality advice.



Key Accountabilities

The Retail Manager is responsible for leading all aspects of the retail operations including:

- In collaboration with your Area Manager, ensuring the shop meets agreed standards of operation and sales expectations. Providing training, guidance and review output of employees and volunteers.
- Leading, managing and motivating the retail team with a focus on building a positive customer centric environment. Advocating for and supporting the delivery of Society arranged training materials for all staff through attendance, contribution and motivating retail team members for their participation.
- Ensuring standardised onboarding, training and rostering practices are followed for new and existing employees and volunteers and being responsible for all aspects of the employee and volunteer working environment and experience.
- Maintain a clean and well-presented shop with exciting merchandising to enhance the customer experience. Stock laid out in a logical manner, rotated regularly alongside current promotional materials.
- Ensure the shop operates in clear support of the Society's Strategic Plan and, in collaboration with Corporate Services teams, be responsible for the general administration of the shop and the continued application of the Society's policies and procedures and adherence to the Code of Conduct.
- Utilising established frameworks to measure and report on quality service delivery as well as direct management of customer issues and/or concerns. Ensuring the appropriate policies and procedures are carried out to create a safe and compliant working environment for all community members.
- Manage challenging customer interactions including retail complaints and support those in need that enter the shop by providing guidance on where and how to access the Vinnies Community support network.
- Actively work as part of the Retail shop network to ensure your shop has the quality and volume of product to ensure stock levels and management of the pricing and inventory controls. This includes working cooperatively with other Area Managers, Retail Managers and the Mitchell Warehouse.
- Demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences and perspectives and the application of the Society's values, particularly empathy, and the appreciation of individuals contribution.
- Performing other duties consistent with the classification of this position.

Performance Indicators

As a Retail Manager your contribution to the Society will be measured by your overall commitment and contribution to the vision and strategic goals of the Society as outlined in its strategic plan, specifically in relation to the delivery of quality retail operations. Including:

- The sales performance of the shop, ensuring that strategies are implemented to maintain and improve sales revenue, especially in peak operating periods.



- Ability to deliver against agreed operational plans and budgets, developed collaboratively and critical to the long-term financial sustainability of the Society.
- Considered management of expenditure and implementation of strategies to ensure that costs are kept to a minimum.
- The attraction and retention of volunteers and the completion of induction, onboarding procedures and the provision of adequate training to make an efficient and enjoyable experience for all retail team members.
- Implementing and maintaining pricing strategies in line with standard operating procedure, noting the requirement to adapt to variations in local market places as appropriate.
- Ensuring that the experience of both customers and those that we assist clearly reflects the ethos and values of the Society. Actively listening to and engaging with customer enquiries and concerns to ensure they are responded to and resolved quickly and amicably so individuals feel they have been heard and responded to in an empathetic and considered manner.
- Building quality retail operations that clearly support and represent the Society's brand, providing the required financial support to the Society so as to ensure it meets its strategic goals. Ensuring shop presentation, merchandising, stock and pricing reflect the needs of the geographical area served.
- Commitment to and role modelling the values of the Society, guided by and in accordance with the Code of Conduct and compliance with policies and procedures, legislative and industrial requirements.

Capabilities, Knowledge and Experience

To be successful in the role you will have:

- Proven leadership experience working in a customer service focused environment, not necessarily specific to retail, with responsibility for all areas of operations including financial, people, service/product delivery and quality.
- Demonstrated managerial and leadership experience and the ability to motivate, inspire and manage people at all levels. Capable of providing direction and feedback to employees and volunteers as well as taking direction from Area Managers, other Senior Managers and the Corporate Services Teams.
- Demonstrated experience in leading teams that builds a performance culture that delivers on the core values and purpose of an organisation and is in line with recognised sector benchmarks.
- Proven ability to plan and think strategically with a value-adding focus and provide direction to staff and teams across all aspects of retail operations, delivering excellence and innovation, as well as the capacity to initiate and drive operational growth.
- Strong ability to conceptualise and work independently with requisite levels of drive, dedication and vision to perform effectively as a Team Leader/Manager. This includes analytical skills with the ability to exercise sound judgment and solve problems as they arise.
- Proven communication and interpersonal skills, including well-developed representation, negotiation and influencing skills, with the ability to work with a diverse range of internal and external stakeholders and the ability to display empathy for those that we assist.



- Demonstrated experience in a team leadership or manager role within a retail environment or similar, including proficiency in the use of technology (Microsoft Suite) along with demonstrated experience in the operational use of financial and human resource management systems.

Retail Managers may be required to transfer between shops within the region.

Essential Requirements

To be eligible for employment at the Society applicants:

- must hold valid working rights in Australia;
- a current Australian drivers licence;
- the ability to work in a physically demanding environment which requires active movement and at times lifting of items within National Standard for Manual Handling guidelines;
- If offered employment the successful applicant will be required to undergo a police record check and to successfully obtain or hold a Working with Vulnerable People Card (WWVP). To undertake these checks individuals must be willing to disclose all relevant and required information;
- Have a willingness to consider attaining and holding necessary first aid qualifications.



Work Environment Checklist – Retail Manager

The Society is committed to providing safe work environments for all workers, clients, and visitors. Risks to health and safety will be eliminated and controlled so far as reasonably practicable, and adequate training and PPE supplied for workers exposed to residual risks.

The purpose of this checklist, completed by the position's supervisor, is to advise applicants of hazards inherently associated with the role.

To protect workers and the Society, some positions may be subject to confidential pre-employment medical assessments to identify applicant's suitability for the role and any required reasonable adjustments.

Frequency Definitions		2	Infrequent, up to 1/3 of the role
0	Not applicable to role	3	Frequent, up to 2/3 of the role
1	Rare, incidental to role	4	Constant, over 2/3 of the role

For each of the following hazards, indicate whether position duties are expected to result in exposure:

Manual/Physical	0	1	2	3	4	Equipment Use	0	1	2	3	4
Prolonged sitting	x					Car/Truck	x				
Prolonged standing					x	Forklift	x				
Lifting from the ground				x		Pallet Jack	x				
Lifting above chest height				x		Computer/Keyboard			x		
Lifting/carrying 15kg				x		Kitchen appliances	x				
Reaching/stretching arms				x		Environmental	0	1	2	3	4
Repetitive arm/shoulder work				x		Low lighting		x			
Bending/leaning forward				x		Strong lighting		x			
Turning/twisting				x		Prolonged Noise		x			
Kneeling or squatting			x			Dusty environments		x			
Pushing/pulling			x			Vibration	x				
Fine motor skills/manipulation			x			Uncontrolled temperatures			x		
Use of ladders/stairs		x				Work outside – no shelter			x		
Trip hazards, uneven flooring		x				Work in client homes	x				
Other	0	1	2	3	4	Chemical/Biohazard	0	1	2	3	4
Work in isolation	x					Infectious Waste		x			
Remote work	x					Flammable Substances		x			
Psychosocial demands			x			Fumes/aerosols		x			
Critical incident response		x				Hazardous substances		x			
Additional Potential Hazards:											
Supervisor Name: Isla Bindon-Howell						Date: 2 June 2026					