



Shop Manager, Postal NSP

Position Description | NUAA

Job Title	Shop Manager, Postal NSP
Job Type	One year contract, full time; hours to be reviewed at twelve months
Classification	SCHADS Level 5
Location	NUAA warehouse, Clyde NSW, with regular time at 267 Broadway, Glebe NSW 2037
Reports To	Harm Reduction Program Lead
Direct Reports	NSP Postal Worker; Postal Support Worker (warehouse and dispatch staff)
Team	Harm Reduction

Introduction

NUAA is a peer-led organisation committed to promoting the health, human rights and dignity of people who use or have used drugs. Demand on our postal needle and syringe program service has increased sharply over the past six months and we will be implementing a new service model to accommodate demand.

Purpose of the Role

The Shop Manager will be responsible for the day-to-day operations of the redesigned Postal NSP. The role is responsible for order fulfilment, stock, supplier relationships, cost monitoring, and the data NSW Health requires, and delivers the new model. Decisions on prices, supplier commitments, budget variations and staffing levels are made by the Exec Team on this role's analysis and recommendation.

Selection Criteria

Essential

- Experience managing an e-commerce or mail-order operation, including fulfilment, stock control and supplier management.
- Working knowledge of Shopify or the ability to master it quickly, including discounts, metafields and shipping configuration.

- Demonstrated ability to monitor expenditure against a budget, maintain pricing records against costs, and report on financial performance.
- Strong data skills: confident with Excel, order exports, and producing accurate reports for a funder.
- Commitment to harm reduction and to non-judgemental service for people who use drugs.
- Ability to supervise a small team and keep a high-volume operation running to deadline.

Desirable

- Lived or living experience of drug use, or experience working in a peer-led organisation.
- Experience in an NSP or other health-funded service, including funder reporting.
- Experience obtaining and comparing supplier quotes at wholesale volumes.

PLEASE ENSURE THAT YOU ADDRESS ALL SELECTION CRITERIA IN A CLEAR STATEMENT AGAINST EACH CRITERIA.

Applications that do not address selection criteria will not be considered. Early applications will be considered as they are received. The closing date for applications is Monday the 31st of August at 9AM. Please refer to the position description below for further information, questions can be directed to Lissa Sharp at lissas@nuaa.org.au.

Position Description:

Characteristics of a SCHADS Level 5 Employee

- Works under general direction from senior employees, undertaking a range of functions that require a high level of knowledge and skill to achieve results in line with the organisation's goals.
- Adheres to established work practices, exercising initiative and judgement where practices and direction are not clearly defined.
- Is involved in establishing organisation programs and procedures; positions include a range of work functions and may involve supervision.
- May be required to assist in the preparation of budgets, and provides expert advice to employees classified at a lower level and to volunteers.
- Applies knowledge gained through qualifications and/or previous experience; sets priorities and monitors workflows in their area of responsibility.
- Plans and organises their own work and that of lower classified staff and/or volunteers, and establishes the most appropriate operational methods for the organisation.

Key Responsibilities

1. NSP service operations

- Manage Shopify storefronts: products, approved prices, discounts and standing codes, order limits, shipping zones and enrolment workflows.
- Oversee daily order processing, packing and dispatch; keep turnaround times and error rates within agreed standards.
- Maintaining the enrolment system of service users at risk of BBV infection into the service, screening of new service users, and shipping-fee waivers.
- Resolve service user enquiries about orders, accounts and access promptly and without judgement, referring health and equipment-use questions to the peer worker.
- Ensure that service users are provided with evidence based resources and harm reduction information
- Working with the Harm Reduction Manager, ensure that the postal NSP is integrated into the overall NSW NSP service

2. Stock and suppliers

- Manage purchasing from equipment suppliers (Terumo, embecta, ASP Healthcare and others) and packaging suppliers within approved budgets; maintain stock levels against a rolling forecast.
- Obtain and compare quotes at the volumes the service now buys, and recommend supplier selections and negotiated terms to the Harm Reduction Program Lead for approval.
- Manage the packaging system and keep packaging cost per order at or below target.
- Receive deliveries, maintain warehouse organisation, and manage stock rotation and expiry.

3. Pricing and cost recovery

- Maintain established-cost records for every paid-shop product line: unit cost, postage, packaging and payment fees.
- Monitor revenue per unit and per order; flag erosion early and recommend price or model adjustments to the Harm Reduction Program Lead.
- Implement approved price changes in the paid shop and keep the price list current.
- Monitor expenditure against the assigned shop budget and report monthly on income, cost of goods and postage spend.

4. Data and reporting

- Produce the reporting NSW Health requires: units shipped by shop, BBV service user demographics collected at enrolment, and progress against the distribution KPI.
- Maintain the order classification reporting (BBV-risk, PIED-pattern, peptide-pattern) so the split between funded and cost-recovery activity is clear.
- Maintain a clear picture of shop activity on a monthly basis to ensure that the Postal NSP model remains economically viable
- Protect service user privacy: de-identification before any analysis, and no disclosure of order or enrolment data.

5. Quality, safety and compliance

- Ensure every paid-shop order ships with the required harm reduction resources, and keep product pages current.

- Maintain WHS standards for a warehouse handling sharps and returned equipment.
- Document procedures so the service so that service continuity can be maintained.
- Contribute to consumer consultation on enrolment questions, pricing and service changes.
- Participate in continuous quality improvement activities and contribute to NUAA's accreditation processes.

6. Team

- Supervise and roster warehouse and dispatch staff in line with NUAA supervision guidelines, and advise the Harm Reduction Program Lead when order volumes require a staffing change.
- Work with the NUAA peer workers and community so operational decisions on stock, packaging and pricing reflect what service users need.
- Participate in team meetings, supervision, planning processes and training as required.
- Uphold NUAA's values and contribute to a workplace culture of inclusivity, respect, diversity and harm reduction.
- Other duties as reasonably directed by the Harm Reduction Program Lead.

Delegations

This role holds no independent financial delegation. Purchasing within the approved budget follows NUAA's standard purchasing procedures. Price changes, supplier contracts, spending outside the approved budget, and changes to staffing levels or rosters beyond routine scheduling require the approval of the Harm Reduction Program Lead.

Performance Goals

Staff

- Supervision of warehouse and dispatch staff conducted in accordance with agreed timeframes and NUAA supervision guidelines.
- Staff development goals agreed and met for each supervised employee.

Program

- Order turnaround times and error rates within agreed standards across both shops.
- No unplanned stock outages of core equipment lines.
- Paid shop recovers its costs; monthly income and expenditure reports delivered on time.
- NSW Health reporting accurate and delivered on time each quarter.

Organisational

- Operating procedures documented and kept current.
- Risks proactively identified and reported to the Harm Reduction Program Lead.
- Expenditure managed within approved allocations.

Culture

- Demonstrates non-judgemental, peer-led practice in all aspects of the role.
- Models professional boundaries and supports colleagues to do the same.

I, _____, declare that I have reviewed, discussed and understand my position description and its requirements.

_____ Staff Member _____ Date	_____ Harm Reduction Program Lead _____ Date
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Date

Date