



Give HOPE Today - Op Shop Manager

Position Description

Purpose of the Role

The purpose of this role is to manage the daily operations of the shop, lead and champion our volunteer team relations and customer experience in an environment that is welcoming, compassionate and engaging to our local community.

Reporting Relationships

The Op Shop Manager works collaboratively as part of the Asian Aid team.

Direct Reports Volunteer team

Policies, Procedures and Delegations

- While Asian Aid Organisation Limited ('Asian Aid') Policies and Procedures do not form part of the Position Description, the Shop Manager is required to act in accordance with them. Asian Aid may, at its discretion, implement, revise or update Policies and Procedures from time to time. The incumbent will be advised when that happens and have access to them.
- Work Health & Safety is seen as a value of the organisation and safe work practices are to be upheld at all times.

Technical and Behavioural Competencies

Technical Competencies

Position Responsibilities

- Foster volunteer team relationships, be encouraging and welcoming of feedback and ideas, celebrate team wins and share general updates with them.
- Encourage and support our volunteer team in an environment that provides ownership and growth in their role.
- Guide volunteer team awareness and training in customer relations, merchandising standards, current Op shop market and pricing.
- Oversee Manage daily operations of our shop with hands-on logistical support to the team including donation collection and deliveries on a day-to-day basis.
- Engage our volunteers in Workplace Health and Safety policies and procedures awareness and training activities.
- Create monthly volunteer rosters and coordinate daily changes to volunteer roster
- Support the upkeep of our Volunteer Database and attendance records.
- Work with our Human Resource Manager in recruitment, onboarding and compliance training of new volunteer team members.
- Contribute to the viability of our shop through management of budgeted shop expenses.
- Share updates and any concerns in relation to daily operations, maintenance, and workplace incidents with our Human Resource Manager.
- Share Op Shop updates and celebrations together with the team.

In addition to the above responsibilities, you may also be directed to perform other reasonable duties within the capacity, qualifications and experience normally expected from persons occupying a position at this level.

Behavioural Competencies

Behavioural Competencies
Organisational Commitment/Ethical Behaviour This competency is about aligning one's own behaviour with the needs, priorities and goals of the organisation, as well as promoting organisational goals to meet organisational needs. It includes acting in accordance with organisational decisions and behaving with integrity. It may appear as putting an organisational mission before personal preferences.
Accountability Personal accountability is having a clear understanding of what needs to be achieved and to accept full responsibility for delivery. Holding self and others accountable includes ensuring outcomes (including by whom and by when) are clearly defined and team members deliver on results.
Relationship Building Building relationships is at the heart of caring for individuals. It is taking the time listen, understand and appreciate the other's point of view and motivation, explore common ground and needs, provide clarity, encouragement, mentor and challenge as appropriate. This competency includes two areas: ● Interpersonal understanding which is the ability to accurately hear and understand the unspoken or partly expressed thoughts, feelings and concerns of others. It measures depth of understanding of others. ● Listening and responding which refers to the way people acquire and use interpersonal understanding to shape their own responses.
Customer Service Orientation Customer service understands and anticipates the needs of our customers, knows what we can deliver and works to satisfy those needs by always doing what we say we will. Customer service takes responsibility for ensuring all interactions, processes and practices deliver high levels of customer service.

Position Description Scope

This Position Description sets out the primary responsibilities of the position and is not intended to be all-inclusive. The incumbent may perform other related duties as may reasonably be required to meet the ongoing needs of the organisation.

Performance Assessment

Performance will be reviewed on a regular basis between position incumbent and their supervisor.

Assessment will be based on the Technical and Behavioural Competencies in the Position Description as well as any specific Key Performance Indicators or Major Goals pertaining to the review period.

Development Planning

Development needs which are identified through the above Performance Assessment process will populate into a Development Plan for the incumbent.