

Position Description

Op Shop Manager

Employer	Anglican Parish of Alstonville
Employment	Permanent Part Time
Hours	24 hours per week over three and a half days
Ordinary work days	Monday 8.30 am–3.30 pm
	Tuesday 8.30 am–1.00 pm (administration time; Op Shop closed)
	Wednesday 8.30 am–3.30 pm
	Thursday 8.30 am–3.30 pm
	A 30-minute unpaid meal break applies on Monday, Wednesday and Thursday.
Location	Alstonville Anglican Op Shop
Reports to	Rector
Works with	Parish Administrator, Finance Administrator, Wardens and Op Shop volunteers

Conditions: General Retail Industry Award 2020 [MA000004], Retail Employee Level 7, National Employment Standards and the employment agreement. Negotiable.

About Alstonville Anglicans

Our vision and purpose is Sharing the Good Life. We seek to be a relaxed, welcoming Christian community in which people from all walks of life are received with dignity, grace and without judgement. Our ministry is shaped by outstanding community engagement, nourishing pastoral care, empowering servant leadership and good governance.

Our values are Beloved, Belonging, Being, Believing and Blessing. These values shape how we understand each person, how we work together and how we serve the wider community.

Purpose of Position

The Alstonville Anglican Op Shop is more than a retail shop. It is an expression of the mission of Alstonville Anglicans and our commitment to Sharing the Good Life through loving service, community connection, environmental responsibility and good stewardship.

The Op Shop Manager is responsible for leading the day to day operation of the Op Shop as a welcoming, inclusive, safe and financially sustainable community ministry.

The Manager provides practical and empowering leadership to volunteers, ensures high standards of retail practice, customer service and governance, and helps create a culture in which people are valued, respected and able to contribute their gifts.

Our Ethos and Culture

The Op Shop Manager is expected to actively contribute to a culture in which:

- **People come first.** Customers, donors, volunteers and colleagues are treated with dignity, kindness and respect.
- **Everyone belongs.** We welcome people across differences of age, ability, culture, faith, gender, sexuality, socioeconomic circumstances and life experience.
- **Volunteers are valued as people, not simply as a workforce.** Their gifts, experience, contribution and wellbeing matter.
- **Leadership empowers others.** The Manager provides clear expectations and accountability while encouraging volunteers to take responsibility, develop their gifts and contribute ideas.
- **Community matters.** The Op Shop is a place of connection and hospitality as well as a place to purchase affordable goods.
- **Conflict is handled respectfully.** Concerns are addressed early, fairly and constructively, with reconciliation sought wherever possible.
- **Safety matters.** Physical, psychological and cultural safety are shared responsibilities.
- **Resources are stewarded responsibly.** Donations, money, property, technology and the environment are treated with care.
- **Good governance supports good ministry.** Policies, procedures, financial controls, reporting and accountability are part of how we care for people and the parish.

Key Responsibilities

Community focus

- Ensure people of different backgrounds, abilities and circumstances are treated with dignity and respect.
- Provide friendly, respectful and responsive service to customers and donors.
- Build positive relationships with the local community and strengthen the Op Shop as a place of welcome and connection.
- Put the parish's ethos and culture into daily practice: speak to and about people respectfully, listen carefully, value volunteers' contributions, follow up concerns and address behaviour that undermines people's dignity or safety.
- Respond appropriately to feedback, complaints and incidents and ensure significant matters are reported.
- Represent Alstonville Anglicans positively in the community.

Retail Operations

- Manage the day to day operation of the Op Shop using sound retail and charity shop practices.
- Maintain an attractive, welcoming, accessible and well organised retail environment.
- Oversee donations, sorting, pricing, stock rotation, presentation and merchandising.
- Monitor sales, stock and customer trends and identify opportunities to improve shop performance.
- Identify valuable, vintage, collectable or unusual donated items and ensure they are appropriately priced or sold.
- Promote affordable access to goods, responsible reuse, waste reduction and circular economy principles.
- Maintain appropriate cash handling, EFTPOS and banking procedures.
- Work with the Finance Administrator regarding financial reporting and reconciliation.
- Manage Op Shop equipment, systems and supplies within parish procedures and approved budgets.
- Plan for the ongoing sustainability and development of the Op Shop in consultation with the Rector and relevant parish officers.

Volunteer Leadership

- Recruit, welcome, induct and support volunteers in accordance with parish processes.
- Support, encourage and guide volunteer team leaders in their roles.
- Identify volunteers' skills and development opportunities, encourage shared responsibility and support succession planning for key volunteer roles.
- Prepare and maintain volunteer rosters and ensure appropriate coverage for shop operations.
- Provide clear expectations, appropriate training, guidance and ongoing support.
- Lead by example and foster a respectful, inclusive, cooperative and enjoyable team culture.
- Recognise the contribution, experience and gifts of volunteers and create opportunities for meaningful participation.
- Address volunteer concerns, conduct issues and interpersonal difficulties promptly, fairly and appropriately, seeking guidance from the Rector when required.
- Support volunteer wellbeing and maintain appropriate professional boundaries.

Governance, Administration and Reporting

- Provide regular operational reports to the Rector and reports to Parish Council as requested.
- Participate in Op Shop Management Team meetings and contribute to regular reporting, planning and review of the ministry.
- Work within approved budgets, policies, procedures and delegated authority.
- Maintain accurate and appropriate records relating to Op Shop operations, volunteers, incidents and other required matters.
- Use parish owned technology, accounts and systems in accordance with parish IT governance requirements.
- Protect confidential and personal information and use parish resources only for authorised parish purposes.
- Declare any actual, potential or perceived conflict of interest and manage it in accordance with parish and diocesan requirements.
- Work cooperatively with the Rector, Wardens, parish staff and ministry leaders.
- Participate in staff meetings, supervision, training and performance review processes as required.

Work Health and Safety

- Take reasonable care for their own health and safety and that of others.
- Identify, manage and report hazards, incidents, injuries and near misses promptly.
- Ensure volunteers understand and follow safe work practices.
- Maintain a safe, clean, accessible and appropriately organised retail environment.
- Ensure safe practices for lifting, moving stock, storage, electrical equipment and other Op Shop activities.
- Follow parish and diocesan WHS procedures and contribute to a positive safety culture.
- Participate in WHS consultation, risk assessment and the implementation and review of appropriate risk controls.
- Ensure volunteers understand relevant emergency, evacuation, first aid and incident reporting procedures.

Safe Ministry and Professional Standards

- Obtain and maintain a current NSW Working With Children Check where required for the position.
- Obtain and maintain any National Police Check or other screening required by the Diocese and Parish for the position.
- Complete required Safe Ministry and Faithfulness in Service training.
- Maintain confidentiality and appropriate professional boundaries.

- Comply with diocesan and parish policies concerning bullying, harassment, discrimination, safeguarding and professional conduct.
- Treat children, vulnerable people, volunteers, customers and members of the community with dignity and respect.
- Report safeguarding, serious conduct or safety concerns through the appropriate parish and diocesan processes.

Essential Skills and Experience

- Experience working in a community focused environment.
- Retail management experience or substantial experience in retail, charity retail or a comparable customer service environment.
- Demonstrated experience leading, coordinating or supporting staff or volunteers.
- Sound knowledge of stock management, pricing, merchandising and shop presentation.
- Good organisational, administrative and record keeping skills.
- Sound financial, cash handling and basic budgeting skills.
- Strong interpersonal and communication skills with the ability to work respectfully with a diverse range of people.
- Ability to manage difficult situations and conflict calmly, fairly and appropriately.
- Ability to work independently, exercise sound judgement and remain accountable to the Rector.
- Competence using standard computer, point of sale and retail systems, with the capacity to learn parish systems.
- Demonstrated commitment to community wellbeing, inclusion and the ethos of Alstonville Anglicans, shown through respectful relationships, attentive listening and practical care for others.

Desirable

- Experience in charity retail, a church, community organisation or not for profit setting.
- Experience recruiting, inducting, rostering and developing volunteers.
- Understanding of waste reduction, reuse and circular economy principles.
- Experience contributing to continuous improvement of retail or volunteer systems.

Key Outcomes

- A welcoming, attractive, accessible and efficiently operated Op Shop.
- A culture in which volunteers feel valued, supported, safe and able to contribute.
- A welcoming community in which customers, donors, volunteers and colleagues are spoken to and about with dignity and respect, listened to without being dismissed, and have their concerns taken seriously and followed up.
- Sustainable sales and responsible management of expenditure and parish resources.
- Accurate financial, administrative, governance and reporting procedures.
- Safe work practices and timely reporting and management of hazards and incidents.
- An Op Shop culture that visibly reflects the mission and values of Alstonville Anglicans.

Accountability and Review

The Op Shop Manager is accountable to the Rector for the fulfilment of this Position Description. Priorities may be agreed and reviewed through regular supervision and performance review. Duties may reasonably change from time to time in response to the needs of the Op Shop and parish, provided they remain consistent with the nature and level of the position. There is a probationary period of 6 months.