

Position Title:	Store Manager at CoCO's - Community Creating Opportunities (SLAC Social Enterprise)
Reports to:	The Operations Manager
Hours and Term	<p>Full Time: Monday-Friday 8:45am-5pm (39 hours)</p> <p>Working hours are subject to change depending on organisational needs, budget and performance considerations.</p> <p>Six-month probation period applies.</p>
Primary Functions:	<ul style="list-style-type: none"> - CoCO's Sales and Services - Volunteer Coordination and Training - General CoCO's Administration and Compliance
Key Contacts and Liaison:	<p>Internal: SLAC Staff and Committee members; Volunteers.</p> <p>External: General public, professional networks, SLAC participants.</p>
Remuneration:	Neighbourhood Houses and Adult Community Centres Collective Agreement 2016. Community Development Workers. Class I, Level 1.3.
Performance Review Process:	Annual performance review with the Operations Manager.
Expected Behaviours to Address Immediate Challenges	<ul style="list-style-type: none"> - Considerate and positive attitude, leadership and efficient communication across the organisation and within the boundaries of the position; - Collaborative systematic planning, prioritising and self-management approach; - Staying focused and alert at all times and efficiently deal with contingencies; - Proactive problem-solving and fostering collaboration with the team.
Other Conditions:	Neighbourhood House Sector Collective Agreement 2016

Area of accountability (Why)	Key Performance Indicators (What – measure)	Key activities (How) – Indicative only
CoCO’s Sales and Services	<ul style="list-style-type: none"> - CoCO’s operating hours maintained at 40 hours over 5 days per week. - Achieves financial objectives (annual/quarterly/monthly). - Identifies current and future customer requirements. - Ensures availability of merchandise and services; manages appropriate inventory levels. - Maintains effective pricing policy. - Community Food Fund supplies are maintained at regular levels and costs are managed within allocated budget. - Innovative income streams and services implemented. - Monthly reports on sales targets vs actuals submitted to the Operations Manager. - Implements marketing strategy, regular reviews and appropriate changes. 	<ul style="list-style-type: none"> - Preparing annual budgets; scheduling expenditure; analysing variances; initiating corrective action. - Providing high standard customer service; establishing rapport with actual and potential customers, and other persons in a position to understand service requirements. - Sourcing and receiving donated quality goods. - Maintaining records of merchandise movements. - Marketing merchandise by studying advertising, sales promotion, and display plans. - Analysing operating and financial statements for profitability ratios. - Reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends.
Volunteer Coordination and Training	<ul style="list-style-type: none"> - Completes store operational requirements. - Maintains store volunteering staff. - Maintains store staff job results. - Maintains provision of material/food aid, adjusting availability in accordance to the funding available. 	<ul style="list-style-type: none"> - Scheduling and assigning volunteers; maintaining roster. - Recruiting, selecting, orienting and training volunteers. - Planning, monitoring and appraising job results for volunteers. - Coaching, counselling and disciplining volunteers. - Coordinating orders and collections from Foodbank; - Coordinating the Driver and volunteers for the collection of Foodbank orders and donated goods.
General Administration and Compliance	<ul style="list-style-type: none"> - Ensures accurate sales and donations reports are updated daily and are available to Operations Manager at all times. - Protects employees/volunteers and customers by providing a safe and clean store environment. - Maintains the stability and reputation of the store by complying with legal requirements. 	<ul style="list-style-type: none"> - Keeping accurate records of sales and donations. - General maintenance and cleaning duties. - Maintaining Waste Collection Bins and liaising with SUEZ when needed. - Maintaining Critical Incident and other OHS records - Emergency evacuation drills conducted every six months.

	<ul style="list-style-type: none"> - Contributes to team effort by accomplishing related results as needed. - Effectively collaborates with the Community Development Officer to attract new donors and supporters. - Participates and contributes to SLAC and CoCO’s staff meetings, representing CoCO’s operations, staff and volunteers. 	<ul style="list-style-type: none"> - Updating OHS signs, notes, policies and procedures. - Initiating, coordinating and enforcing program, operations and personnel policies and procedures. - Liaising with the Community Development Officer and the whole team.
<p>Key Competencies</p>	<ul style="list-style-type: none"> - A solid background in retail management across all areas including safety, pricing, rostering, stock and facilities management. - Sound experience leading, coordinating and coaching people to meet plans and objectives. Volunteer management experience will be an advantage. - Sound financial acumen. - Well-developed communication and relationship management skills; exceptional customer service skills. - A proactive and systematic approach to planning and time-management. - Intermediate computer skills, including MC Office suite. - Tertiary qualification in management or business related areas would be an advantage. - A current driver’s license and access to a reliable car. - Current Police Check and Working with Children Check 	
	<p>Position Description Review and Development Panel: Elena Sheldon, Christine Hermawan</p> <p>PD Approved by Committee on _____ Signed _____</p> <p>PD Accepted by Employee on _____ Signed _____</p>	