

Position Description

POSITION DETAILS	
Position Title	Op Shop Retail Assistant
Position Classification	Band 1
Department & Business Unit	Commercial Enterprises, Retail & E-Commerce
Manager	Op Shop Store Manager
Organisational Context	<p>RSPCA Victoria is a non-government, community-based, not-for-profit organisation whose vision is 'ending cruelty to all animals'. We are Victoria's best-known and most respected animal welfare organisation.</p> <p>Our organisation's purpose is, with the community, to achieve outstanding animal welfare through education, advocacy, and animal care and protection. RSPCA Victoria's values – clarity and accountability, respect and consideration, and expertise and collaboration – set clear expectations for all our staff and volunteers as they work together, and with the community.</p>
Position Purpose	The Op Shop Retail Assistant is responsible for supporting the Store Manager by supervising a team of volunteers and assisting in overseeing the daily operations of the store, particularly on days where the Store Manager does not work, to ensure its profitability, sustainability and positive presence within the local community.

POSITION RESPONSIBILITIES

- Supervise a team of volunteers to the highest levels of performance and engagement.
- Contribute to the provision of leadership and support in the management of the Op Shop's operations including overseeing pricing, maximising profitability and achieving sales targets.
- Provide a high level of service to customers to resolve customer queries and complaints, and ensure RSPCA Victoria is represented positively in the local community.
- Contribute to the provision of effective and efficient stock management, visual merchandising and high-level retail operations to contribute to the profitability and sustainability of the Op Shop.
- Assist in the induction of volunteers to ensure that the store has the appropriate resources in place to achieve their goals.
- Contribute to a positive and inclusive work environment by effectively communicating and working collaboratively with team members and peers across all departments, and consistently role modelling the RSPCA Victoria values and associated policies.
- Assist with ensuring a safe working environment whereby employees and volunteers perform their duties safely and adhere to all WH&S policies and procedures, including responsibility for undertaking investigations and corrective actions to reduce the risk and likelihood of incidents occurring.



POSITION CAPABILITIES		
Capability	Level	Description
People Leadership	Direction & Support	Is approachable, listens and effectively communicates and collaborates, enabling the team to achieve tasks and responsibilities.
Activity & Results Focus	Results & Initiative	Brings plans to life and ensures goals are met or exceeded where possible.
Knowledge & Communication	Adds Clarity	Provides personal expertise and relevant information to enable sound evidence-based decision making.
Relationships	Builds & Maintains	Build and maintain positive relationships across RSPCA Victoria, with a focus on achieving organisational goals.
Personal Leadership	Walks the Talk	Role models RSPCA Victoria's values, self-aware, seeks feedback and is open to new ideas and opportunities.
Technical	Volunteer Management	Thorough understanding of volunteer management related legislation and practices, including the ability to apply this knowledge in a way that drives volunteer engagement and effectiveness in accordance with organisational objectives.
	Retail Operations	Understanding and application of effective and efficient stock management, including ordering and receiving stock, system inventory invoicing, labelling and pricing, stocktaking and merchandising.

POSITION REQUIREMENTS	
Required	<ul style="list-style-type: none"> • Previous experience in a retail role is essential, including experience in retail operations, building relationships with internal and external stakeholders and regular reporting responsibilities. • Ability to work in a fast paced and challenging work environment. • Demonstrated experience working collaboratively in a team environment. • Previous experience in an assistant leadership role.
Highly Regarded	<ul style="list-style-type: none"> • Sound knowledge of volunteer management related legislation and practices. • A Tertiary qualification in Business (or equivalent) would be highly regarded.
Recruitment Requirements	<ul style="list-style-type: none"> • Current and valid Victorian driver's licence. • National police check.

