

Title	Area Manager, Op Shop Warehousing
Business Unit	Partnerships, Training and Enterprise
Location	Flexible - Various
Employment type	Full Time, Ongoing
Reports to	Senior Manager, Op Shops

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate, and bold

1. Position purpose

Uniting Op Shops have been serving Victoria for over 60 years and are more than a shop front. They are living homes of the circular economy, access to affordable goods, and modern troves filled with treasure. They are enlivened communities making the world a better place through daily action, creativity, and connection.

Our Area Manager - Op Shop Warehousing managing the day-to-day operational requirements, development of people, and performance of our distribution centres, logistics, donations, purchasing, Grovedale book sale and Brunswick Op Shop. The Area Manager is a critical part of the Op Shop Leadership Team.

The Area Manager will work with the Op Shop Leadership Team and Business Partners to develop process and systems to support the sorting and distribution teams (employee and volunteer) to offer positive donor experiences, sort and supply mid-high quality merchandise to our Op Shops, arrange purchased goods and consumables for Op Shops, achieve sales targets through rebate and export, and embed Uniting's culture, policy and procedure within their practice.

2. Scope

Budget:

In line with the Delegations of Authority, and as a member for the Op Shop Leadership Team, Area Managers have responsibility for supporting:

Form:

Area:

Version: 3.0

Date approved:

Next review date:

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An Income budget of: >\$6M | An Operational Expense budget of: >\$5M

People:

Area Managers will have between 3-5 direct reports, indirect reports, and a cohort of volunteers.

The positions include:

- Op Shop Warehouse Manager
 - Op Shop Drivers and Donation Bin Support (indirect reports)
- Op Shop Sorting Manager
 - Op Shop Sorting Supervisors (indirect reports)
- Op Shop Manager – Brunswick
 - Op Shop Supervisors (indirect reports)
- Volunteers

3. Relationships

Internal

- Team members – employees and volunteers
- Op Shop Leadership Team
- Business Partners: Marketing, Volunteer Services, Facilities, Finance
- Other Uniting services

External

- Customers & Consumers
- Export companies
- Volunteer organisations
- Charity Retail Partners and industry associations
- Local Community Partners

4. Key Responsibility Areas

Service Delivery / Profitability:

- In consultation with Business Partners, implement creative marketing strategies to ensure Op Shops have high profiles within local communities and across social media channels.
- Support Op Shop managers to bring creating flair in achieving visually dynamic and contemporary Op Shops through supply of mid-high-quality merchandise.
- Champion ethical practice, waste reduction and circular economy principles.
- Build Unique and positive donor and customer experiences.
- Support Op Shop Managers, Supervisors and Drivers to be aware of the diverse needs and backgrounds of donors, consumers and volunteers building spaces of acceptance and respect.
- Treat donors, consumers and customers as equally as possible, maintaining a duty-of-care and trauma informed practice.
- Share sales data with your team to motivate engagement and performance and to make informed decisions on donation, production and GST stock.
- Support the growth and operations of Op Shops by leading events, pop ups, and cross-organisational gatherings.
- Work with Op Shops to assist them in developing, understanding, and achieving budgets and targets.
- Working with our events and relationship officer, plan, prepare and Host Pop-Up Events in line with marketing strategy.
- Working with our events and relationship officer, plan and instigate a Donation Station model in line with marketing strategy.
- Working with our events and relationship officer, Investigate, Plan and Pilot a school and corporate volunteer, donation and education program.
- Assist the Senior Manager in backfill of other Area Managers.

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Quality and Risk:

- Work with the Op Shop Leadership Team to achieve Uniting's Op Shop Strategy.
- Identify opportunities to integrate and work collaboratively across Uniting.
- Undertake administrative tasks including compliance with Uniting's policies, procedures, and reporting.
- Encourage volunteer, donor, customer, and consumer feedback and ensuring it is appropriately recorded, reported, and followed up in a timely manner.
- Implement quality improvement initiatives.
- Monitor, maintain and improve stock identification and merchandising including best practice stock and space management.
- Participate in regular industry engagement through competitive shop analysis and participation at sector events.
- Be aware of designer, vintage, collectable, and valuable goods to optimise value – distributed effectively to support op shop new opening, and growth areas.
- Report monthly on trends, challenges, celebrations and matters of operational significance.

People and Teams:

- Build relationships based on trust and honesty with employees, volunteers, customers, consumers, and donors.
- Provide support, guidance, coaching, leadership, inspire and empowerment to the team including critical feedback through performance reviews and regular supervision.
- Engage and support a culture of productivity, imagination, innovation, change and development.
- Encourage Teams to tap into their natural way of being creative, enthusiastic, and having fun.
- Find simple ways to delight people in a meaningful, memorable way.
- Manage and resolve conflicts as soon as possible, seeking guidance as required.
- Ensure employees and volunteers are correctly orientated to Uniting and Op Shops.
- Recruit and maintain a strong and skilled workforce.
- Support spaces to have adequate backfill enabling them to operate to our standard trading hours.
- Lead and participate in local team and whole of Op Shop meetings, including Op Shop Leadership Team meetings and Op Shop People Leaders Days.

Legal requirements & risk management

- Ensure goods distributed are 'Goods we accept' to meet regulatory standards.
- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed.
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a diverse, positive, and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.

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- Promptly respond to and report health and safety hazards, incidents, and near misses to line management.
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Performance indicators

- Sales targets are achieved as set out in annual budgets
- Customer numbers, Average Spend and engagement increases
- Positive feedback on customer/donor experience
- Work health and safety hazards and risks identified and resolved
- Volunteer and employee satisfaction rates as measured through surveys, feedback and retention figures
- Employee reviews completed in a timely manner
- Increase in brand awareness
- Work collaboratively with internal stakeholders, set reasonable expectations and operate within agreed parameters
- Team environment reflects a harmonious and inclusive culture

6. Person specification

Qualifications & Experience

- Relevant charity retail / volunteer management experience and/or warehousing management experience/skills/knowledge
- Experience in charity retail operations, business development and merchandise
- Proven experience in leading and developing a diverse and cross functional workforce including experience with volunteers
- Demonstrated leadership and management skills and the ability to drive service excellence and build positive team cultures

Core selection criteria

Charity Retail:

- Understands the complex and diverse nature of charity retail
- Is driven by creativity, unique items, and customer experience.

Values alignment:

- Ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.

Personal and professional Accountability

- Operates professionally and within the boundaries of the organisational processes and legal and policy constraints, advocating Uniting's strategic directions and ensuring resources are fully employed.

Communication and engagement:

- Highly developed interpersonal and communication skills with an ability to build positive and effective relationships with key stakeholders both internally and externally

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Change and Resilience:

- Deals positively with uncertainty, coping effectively in a complex environment, is able to make decisions and support others through periods of change

Outcomes focused:

- Ability to be strategic and able to implement processes and initiatives aimed at getting the best outcomes for both our customers and the business

Leadership and Teamwork:

- Leads by example, fostering open, respectful dialogue and has ability to build highly effective teams

Sustainable business practice:

- Ability to work within budget constraints, to utilise existing resources to maximise impact and utilise initiative to drive service improvement

Cultural Safety:

- Actively promotes reviews of operations and working environments for increasing compliance with external cultural safety compliance and accreditation standards

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: