

Reports to	Commercial Project Manager	Direct Reports	Shop Assistants (volunteers)
Business unit	Fundraising, Commercial & Marketing		

<b>Role Purpose</b>
<p>The Op Shop Manager is responsible for the successful daily operations of a RSPCA South Australia Op Shop with the purpose of driving sales, delivering high levels of customer service and managing the volunteer workforce.</p> <p>This position contributes to the strategic direction, Society values and reputation of RSPCA SA and the growth and sustainability of RSPCA SA Op Shops.</p>
<b>Key Responsibilities</b>
<p><b>Management</b></p> <ul style="list-style-type: none"> <li>• Lead and positively role model the RSPCA SA's zero harm safety culture in the workplace. Champion the WHS Management System, fostering the development of attitudes and beliefs of employees that support safe behaviour. Implement and monitor the Society's workplace health and safety and injury management policies, procedures and programs in animal operations to achieve and maintain health and safety standards. Provide advice, coaching and practical support to volunteers to ensure compliance with the WHSMS.</li> <li>• Build an effective team by leading and managing volunteers; identify clear work functions, assign tasks and monitor performance against business objectives and ensure a high level of customer service is provided.</li> <li>• Contribute to the reputation and continuous improvement of RSPCA SA by identifying opportunities; provide recommendations for improving efficiency and effectiveness, or income generation.</li> <li>• Collaborate with the Finance Team to ensure compliance of monthly, quarterly and yearly financial reconciliation.</li> <li>• Assist with formulating, reviewing and implementing policies, procedures and processes. Train and monitor staff (and volunteers) to ensure compliance. Model Leadership behaviour that supports compliance.</li> <li>• Actively contribute and engage in wider Op Shop team activities.</li> <li>• Recruit, induct and train new Op Shops Volunteers, in conjunction with the Volunteer Programs Manager.</li> <li>• Manage op shop volunteer roster, ensuring staffing meets operational requirements with suitably qualified volunteers.</li> <li>• Develop and maintain positive relationships with customers, external suppliers, partners, volunteers and staff members.</li> <li>• Attend managers meetings, and training, when required.</li> <li>• Undertake additional duties to meet operational requirements as requested by the Commercial Project Manager. This may include undertaking a specific task/project, coverage for other roles.</li> </ul> <p><b>Sales and Customer Service</b></p> <ul style="list-style-type: none"> <li>• Constantly strive to achieve and exceed store sales targets.</li> <li>• Provide excellent levels of customer service at all times.</li> <li>• Assist with Identifying, developing and implementing Op shop operational improvements strategies to generate higher income and productivity, including local promotional activities.</li> <li>• Manage customers' feedback and complaints and provide solutions where possible.</li> <li>• Ensure all op shop activities comply with RSPCA South Australia brand identity parameters.</li> </ul> <p><b>Stock and Operations</b></p> <ul style="list-style-type: none"> <li>• Maintain store presentation of a high standard, including visual merchandising, back room order and cleanliness.</li> <li>• Manage stock levels; sorting, distribution, rotation and disposal of donated goods, as per business processes.</li> <li>• Assist in the development and implementation of stock management systems to ensure effective merchandising, pricing and stock control.</li> <li>• Provide implementation support for new processes to ensure operational effectiveness and efficiency, including adequately training volunteers.</li> <li>• Maintain accurate and up to date volunteer and customer records in RSPCA South Australia CRM databases.</li> <li>• Undertake any other duties, within competence level, as directed by the Commercial Projects Manager.</li> </ul> <p><b>Financial</b></p> <ul style="list-style-type: none"> <li>• Sales are accurately processed through the point of sale system.</li> <li>• Authorise volunteer purchases, refunds and void transactions, maintain accurate cash float.</li> </ul>

- Op Shop operations comply with RSPCA South Australia financial processes and all monies are accounted for.
- Manage daily store expenses in line with budget, and maintain budget tracking system.
- Assist the Commercial Projects Manager with the development of annual financial planning documentation.

### Security

- Adhere to security procedures and protect RSPCA South Australia assets.
- Monitor store security, report security breaches or concerns to the Commercial Projects Manager immediately.
- Maintain confidentiality in all matters relating to RSPCA South Australia and the Op Shops, including customers, procedures, marketing activities and security.

### Key Stakeholders

**Internal** - Volunteers, Commercial Projects Manager, Senior and Executive Managers, other RSPCA South Australia Op Shop Managers and Fundraising, Marketing & Commercial Business Unit.

**External** - Suppliers, customers and members of the public .

### Key Competencies

**Winning Commitment** - Builds positive and trusting relationships with internal and external stakeholders to meet business objectives. Develops networks which enables business to be delivered in an efficient and effective way. Encourages collaboration and commitment with various stakeholders to deliver the best service or outcome.

**Communication** - Expresses ideas effectively in individual and group situations (including verbal and nonverbal communication); clearly expresses ideas in memo, letters or reports that have appropriate organisation and structure, correct grammar, and language and terminology; and adjusts language tones to the characteristics and needs of the audience.

**Resilience** - Continues to perform effectively when faced with time pressures, adversity, disappointment, or opposition. Remains focused, composed, and optimistic in difficult situations and bounces back from failure or disappointment.

**Delivering Results** - Being energetic and tenacious in the achievement of goals. Takes initiatives which often involve calculated risks and demonstrates the personal drive to do things better, more effectively, and in a way that exceeds goals and targets. It includes looking for new challenges and not being satisfied with the status quo, but not making change for change's sake.

**Operational Planning** - Determines short term objectives and action steps for achieving them, including efficient use of personnel, equipment, facilities, and other resources in order to accomplish a project or initiatives. Determines how to schedule and coordinate activities among individuals, teams, and work departments.

**Decision making** - Possesses the ability to use sound judgement to make informed decisions which take into account financial/resource management. Creates evidence based strategies and plans which take into account different options, benefits, risks and solutions to make effective decisions even in time critical situations.

### Expectations

It is expected that all RSPCA South Australia staff will:

- Contribute to a positive workplace culture by embracing and aligning conduct with RSPCA South Australia's Values and Behavioural statements.
  - ✓ Compassion - we are empathetic, caring and considerate.
  - ✓ Courage - we are brave and determined to stand by our principles.
  - ✓ Integrity - we are ethical, honest and transparent with ourselves, our supporters and the community.
  - ✓ Leadership - we are the driving force to motivate and inspire positive change in animal welfare.
  - ✓ Achievement - we are focussed on our objectives and continuously strive towards our goals.
  - ✓ Collaboration - we work as a team and foster partnerships to maximise outcomes.
  - ✓ Innovation - we are creative and daring in our thinking - we seek new ideas and new ways.
- Understand and work in accordance with RSPCA South Australia's Policies and Procedures.
- Have a sincere commitment to animal welfare.

## Experience & Knowledge

- Minimum three years' experience in a retail management position.
- Demonstrated experience leading and managing a team.
- Experience working with volunteers will be an advantage.
- Proficient with Microsoft Office suite.

## Requirements

- Agree to a National Police Check.
- Current Class C driver's licence and availability of an appropriate vehicle (Kilometres driven for work purposes will be reimbursed as per the Australian Tax Department guidelines).
- Flexibility in availability for occasional weekend and/or after hours work.
- Flexibility to work at different RSPCA SA Op Shop locations as required.