

Position Description

Position	Store Manager
Reporting to	Retail Area Manager
Division	Strategic Fun Raising
FTE	Full time
Location	Bendigo

Organisation

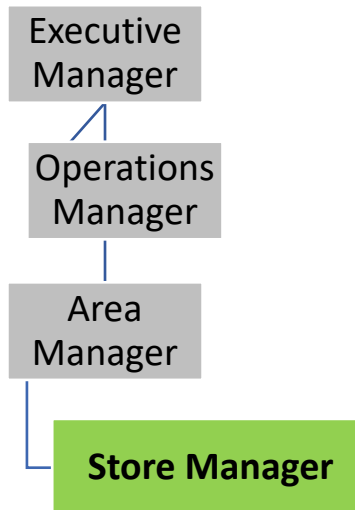
MS Plus, is the go-to provider of information, advice and support for people affected by multiple sclerosis and other neurological conditions. We're a combined entity of the ACT, NSW, Victoria, and Tasmania with over 60 years' insight into how to live well with progressive neurological conditions.

Role Purpose

Purpose of the MS Shops is to generate income to assist Multiple Sclerosis Limited (**MS**) to provide services to people living with Multiple Sclerosis, their families and carers. It is MS's intention the Shop network will contribute to the increased income needed to provide those services.

Responsible for effectively managing the day-to-day operations of the store by achieving agreed sales and income targets, ensuring MS guidelines, policies and processes are implemented and adhered to, and by recruiting, developing and managing shop volunteers in conjunction with the Retail Shops Support Manager.

Team structure



Key Responsibilities

- Open and close the store on a daily basis according to established operating times
- Ensure a suitable replacement opens and closes the store when the Manager is not available
- Follow, implement all shops policies and procedures and ensure all shops volunteers and staff also comply
- Ensure the shop promotes MS awareness and is compliant with MS branding guidelines
- Ensure the shop presents and operates in a clean, welcoming, friendly and engaging manner for both volunteers and public
- Maintain a high level of safety for all volunteers, staff and public

- Contribute to the setting of financial goals and targets
- Oversee the processing and pricing of all donated goods in preparation for sale
- Undertake stock control functions
- Submit sales figures and volunteer hours worked on a daily basis
- Ensure the security of all money kept on the premises
- Bank money on a daily basis in accordance with safe banking practices
- Ensure that accurate data, information and statistics are collected and maintained.
- Undertake accurate reporting and analysis in a timely manner
- Respond to all communications in a timely manner
- Ensure the store is merchandised to MS Plus standards
- Consistently train and develop volunteers to MS Plus standards

Key focus area	Success factors
<p>Strategic Leadership</p> <ul style="list-style-type: none"> • Models' standards of performance & behaviour consistent with MSL vision, mission, values, service philosophy, service model & code of conduct. Facilitates team commitment to objectives and standards. • Works under minimal direction. Plans tasks, considering competing priorities. • Plans & monitors team service delivery communicates team goals & objectives, leads by example, facilitates teamwork & coordinates work. • As necessary represent MSL externally. • Makes effective decisions: analyses information, examines options & communicates decisions. Guides team members in decision-making • Complies with relevant policies, procedures & legislation. Implements compliance programs. • Adheres to confidentiality & privacy requirements. • Work with Volunteers to achieve budgets and to obtain maximum sales with growth. • Identify, develop and implement training needs for volunteers. • Ensure shop meet and maintain OH&S standards including conducting volunteer training. 	<p>Actively engages with all Volunteers.</p> <p>All tasks are completed as per goals.</p> <p>The shop is compliant and consistent with targets and goals.</p> <p>Contact with external partners is achieved.</p> <p>Tasks are completed successfully first time.</p> <p>Shop is compliant with relevant legislative requirements.</p> <p>No conflict issues within team</p> <p>Each shop budget achieved for Financial Year</p> <p>All volunteers are fully trained and able to work autonomously.</p> <p>All meetings complete and satisfactory.</p>

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Key focus area	Success factors
<p>Volunteer Management</p> <ul style="list-style-type: none"> Assist in the recruitment of volunteers and ensure all compliance is met in the process of onboarding volunteers. Provide leadership, advice and guidance to volunteers and to maintain the delivery of volunteer services. Ensure Shop volunteer data management requirements are met by the organisation's information management systems. Identify, develop and implement training needs for shop Volunteers. Consistently train and unite team of volunteers 	<p>Volunteers recruited and inducted successfully.</p> <p>All Shops issues and queries resolved.</p> <p>Compliance with MSL's overall policies.</p> <p>All agreed Volunteer guidelines are followed in Shops.</p> <p>Complete compliance throughout Shops.</p> <p>All volunteers have completed training and induction processes and compliance forms are complete.</p>
Key focus area	Success factors
<p>Values, Culture, Behaviours</p> <ul style="list-style-type: none"> Actively support MS' purpose, value, service promise and strategic vision. Operate in line with MS' policies, procedure and practices. Promote and work within MS' customer service delivery principles. Positively and constructively represent the organisation to external contacts at all opportunities. Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour always. Actively demonstrate and embed into every day work the MS Service Promise & Foundation Behaviours. Managers demonstrate Leadership Behaviours in all interactions. Ensure the health, safety and welfare of self, co-workers and others. Follow all reasonable directions given by the organisation. <p>Support, promote and show sensitivity to diversity in the workplace.</p>	<p>Values are adhered to and demonstrated in daily practice.</p> <p>Values form an integral part of the way employees conduct their presence in the workplace.</p> <p>The MS Service Promise and Behaviours are demonstrated in daily practice.</p>

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Qualifications/Work Experience	
Essential	Store Manager experience, strong people management skills, multi-tasking ability, basic computer literacy, customer focused, strong verbal and written communication skills
Desirable	Experience with recycled goods, experience working with volunteers
Knowledge and Key Selection Criteria	
Essential	NA
Desirable	NA
Key Competencies	
Key Focus Area	Demonstrated competency
Taking Responsibility	Takes responsibility for work outcomes and assists others to understand role and responsibilities
Time Management	Prioritises work; delegates appropriately demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met
Problem Solving	Implements systems to address adverse events and problems and assists teams to take proactive approaches to problem solving
Program Development and Implementation	Contributes to program objectives, develops and implements simple project plans
Achieving Results	Ensures clarity of understanding of required work, fulfils program and project responsibilities, and achieves performance targets
Initiative & Enterprise	Demonstrates initiative and enterprise and supports others to work more effectively
Safety	Manages work practices for health and physical and psychological wellbeing of staff and compliance with WH&S legislation
Written and Oral Communication	Writes accurate, clear and informative reports and communications that meet the needs of their intended audience Articulates clear and respectful messages and information to clients/consumers/customers and colleagues
Capacity Building	Works collaboratively with people from different disciplines, shares own skills and knowledge, and draws on theirs. Coaches team members and provides feedback to build their capability.

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Personal Attributes	
Client Focused	<ul style="list-style-type: none"> • Prioritises needs of volunteers and customers • Aims for best experience and outcomes for customers • Is outcome focused • Follows through with commitments
Collaborative	<ul style="list-style-type: none"> • Gives feedback in a timely and respectful way • Works with others to achieve common goals • Engenders a spirit of teamwork • Inspires trust
Creative and Innovative	<ul style="list-style-type: none"> • Finds ways to work better and smarter • Generates options and ideas • Is open to change and alternatives
Analytical	<ul style="list-style-type: none"> • Understand and follows KPI's • Deals with obstacles and impediments • Has clear goals and works to exceed expectations

Employment Screening	
<p>Appointments within MS Plus are subject to the satisfactory completion of a police check (All), a Working with Vulnerable People check (WWVP) ACT & Tasmania, an NDIS National Worker Screening Check (NDISWC) and/or a Working with Children check (WWCC) where applicable to the role; plus character/performance reference checks. In some roles, work may not be attended if the required screening employment checks have not been completed/cleared. Appointees whose role requires an NDISWC and/or a WWCC must provide a successful/cleared check if they already have one or apply for one on appointment. Costs associated with these checks are the responsibility of the appointee. All appointments are subject to the disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.</p>	
Required screening	
<input checked="" type="checkbox"/> Police Check	<input type="checkbox"/> International Police Check
<input type="checkbox"/> WWVP (ACT/TAS)	<input type="checkbox"/> WWCC
<input checked="" type="checkbox"/> Right to work in Australia	<input type="checkbox"/> NDISWC
<input checked="" type="checkbox"/> Relevant vaccination records	<input type="checkbox"/> Other

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Acknowledgment

I accept this position description as detailed above and understand that it may be reviewed regularly and may need to be amended occasionally due to variations in responsibilities and organisational requirements.
 I have been made aware how to access MS Plus policies and procedures for future reference.
 I am aware that should I be in any doubt about the interpretation of a policy or procedure I should consult my immediate Manager or a People Culture Quality representative.

*Signed
Employee*

Date

*Signed
Manager*

Date

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