



Position Description

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| Position | Senior Manager, Retail Operations |
| Reporting to | Executive Manager, Strategic Marketing & Fundraising |
| Division | Strategic Marketing & Fundraising |
| FTE | Full time |
| Location | Blackburn preferred |

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 former ACT, NSW, Victoria, and Tasmania MS societies, with over 60 years' insight into how to live well with progressive neurological conditions.

MS Plus currently runs 11 MS Plus community shops. These shops sell high quality donated goods. Each shop has a salaried manager but is otherwise staffed by volunteers.

The shops are mainly in Victoria, both in Melbourne, (Kew, Glen Waverly, Hawthorn, and Fairfield), and in regional areas (Mildura, Wodonga, Geelong, Melton, and Bendigo), but with one shop in the ACT (Tuggeranong) and one in Tasmania (Launceston).

The role of Senior Manager Retail Operations is supported by the Retail Shops Support Manager based in the MS Plus Blackburn office and all the shop managers report directly to the Senior Manager Retail Operations role.

The MS Plus community shops also act as ambassadors in the communities in which they are located for the work that we do and the community ethos we embody.

Role Purpose

This senior leadership position is responsible for the strategy, coordination, and operation of our MS Plus Shops.

This self-driven role is instrumental in the development and growth of MS Plus Shops within the community and both developing and respecting our volunteers.

The key focus of this role is developing and managing the implementation of our MS Community Shops strategy and business plans and ensuring that their operations are optimised commercially and in terms of risk and health & safety management.

This role will effectively and efficiently manage all the MS Plus shops in our network to deliver a strong net profit and high levels of community support and commitment to each shop and to MS Plus as a whole.

A key aspect of this role will be to ensure that our cohort of committed volunteers remain engaged in supporting our shops and that as volunteers move on, they are replaced by a new wave coming through.

Team structure



Key Responsibilities

- Plan, direct and manage shop operations to achieve budgets and business objectives
- Supervise shop managers to ensure the highest level of customer service is provided at all times.
- Implement all MSL Plus requirements in respect to MS Plus Shops
- Support and implement agreed marketing plans, store design and presentation procedures to promote stock turnover and maximise return per square metre
- Maintain image and presentation standards
- Develop and implement plans to promote the increase of the quality and volume of donated goods from the community
- Develop and implement systems in line with latest industry developments in retail operations and organisational policies
- Seek opportunities to find efficiencies and improvements to shops operations to improve their value to MS Plus over time
- Implement activities within the community to increase patronage and increase sales
- Motivate volunteers to assist in the development and implementation of retail operations, as well as creating a constructive workplace that encourages everyone to do their best
- Generate and maintain a volunteer centred approach, respecting the needs and culture of our volunteers
- Broaden the commitment of the organisation and MS Plus clients to shops by engaging other staff through communications such as Ms plus Facebook, Yammer, Staff news and In Touch
- Seek opportunities to grow the MS Plus community shops business by increasing turnover and profit or by opening new shops when a business case can be made.

| Key focus area | Success factors |
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| Strategic Leadership | <ul style="list-style-type: none"> Review, monitor, evaluate and report on retail performance in accordance with business objectives and industry standards, and make recommendations on corrective action where required Manage and report on financial activity, operating budget, and expenditure, and ensure costs are contained within approved budget levels. Identify and act on areas of improvement in conjunction with relevant key stakeholders (Finance, IT, People and Culture, Facilities and Fundraising) Commence planning for new premises as per individual shop lease expiration |
| Key focus area | Success factors |
| Operational Leadership | <ul style="list-style-type: none"> Coordinate and/or conduct regular training for all volunteers/staff, including customer service, manual handling, merchandising as required Support the recruitment of appropriate volunteers in consultation with the retail shops support manager. Coach MS Plus Shop managers in retail operations Manage all stock control functions, including, stock transfers, stock requests, sourcing donated stock. Implement consistent pricing for new stock achieving agreed margin Manage inventory to ensure adequate stock levels and correct stock rotation is maintained. Monitor the security of store stock and actively assist in protecting stock to minimise shrinkage and write offs Manage and oversee compliance with cash register EFTPOS procedures and coach managers to do the same Report maintenance requirements for each shop to facilities management. |
| Key focus area | Success factors |
| People Leadership/ Relationship Management | <ul style="list-style-type: none"> Recognise and acknowledge the work of volunteers and staff Lead by example Coach and develop others to achieve both individually and collectively Develop, motivate, and support a volunteer/retail culture Build rapport and show empathy with people from diverse backgrounds Manage conflict constructively |
| Key focus area | Success factors |
| Compliance and Professional Conduct | <ul style="list-style-type: none"> Ensure that all regulatory and policy requirements are met Report on any breaches of policy or regulatory requirements promptly and act to rectify within the agreed time frame |

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| Qualifications/Work Experience | |
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| Essential | <p>Significant experience in retail operations management, including retail practices for recycled/donated clothes and goods.</p> <p>Demonstrated people leadership and management experience, preferably within a retail/hospitality not for profit environment.</p> <ul style="list-style-type: none"> • Previous experience in implementing change with stakeholder buy in. • Proficiency in the Microsoft Office suite. |
| Desirable | <ul style="list-style-type: none"> • Retail Management experience managing multiple stores/locations. • Business development and strategic planning skills. • Problem solving and planning skills. • Experience and understanding of working with volunteers will be highly regarded. • Understanding of basic fundraising principles. |

| Knowledge and Key Selection Criteria | |
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| Essential | <ul style="list-style-type: none"> • Deep knowledge of retail operations - for example, retail merchandising and presentation standards. • Understanding of retailing donated goods in a non-profit setting. • Understanding of recycling of such goods. • Current drivers' licence. |
| Desirable | <ul style="list-style-type: none"> • Sales budgeting and planning. • Willingness to be "hands on" as needed. • Willingness to regularly travel to shops across Victoria and to the ACT and Tasmania locations. • Personable, resilient, and sociable. |

| Key Competencies | |
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| Key Focus Area | Demonstrated competency |
| Financial Management | <ul style="list-style-type: none"> • Strong ability to understand and manage budgets, with good financial reporting capability • Understanding of managing the implications of profit and loss in a retail setting across multiple outlets • Basic financial reporting capability |
| Reflective Practice | <ul style="list-style-type: none"> • Deeply considering the implications of decisions on the organisation, self, and others, • Ensuring decision making is informed by full consideration of all facts and data and after canvassing peer and subject matter expert guidance |
| Consumer Outcomes | <ul style="list-style-type: none"> • Ensuring that shops are managed in such a way as to guarantee a good customer experience, but also that staff and volunteers also find their participation rewarding, with overall positive outcomes to clients and people living with MS |
| Time Management | <ul style="list-style-type: none"> • Prompt and responsive management and reaction to emerging issues, as well as carefully planned business management, aligned with the organisation's business planning and budget cycles • Effective use of own time in delivering the organisational objectives for the shops business |

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| Problem Solving | <ul style="list-style-type: none"> Thoughtful and effective problem solving as issues arise in shops with staff, volunteers, customers, and external parties, taking into account advice available from management and other internal expertise |
| Program Development and Implementation | <ul style="list-style-type: none"> Considering opportunities for development and growth in shop outcomes and working towards gaining approval for new initiatives. Implementation of new initiatives to agreed quality standards following approval |
| Achieving Results | <ul style="list-style-type: none"> Meeting all agreed budgets, including revenue and cost targets, with careful and accurate reporting and anticipating challenges that may occur in time for them to be rectified or alternatives to be found |
| Contracts / Records Management | <ul style="list-style-type: none"> Following all record keeping requirements as described in the policies of the organisation and directives from executive team as may occur from time to time |
| Quality, Risk, Safety, Legislative compliance | <ul style="list-style-type: none"> Working with quality and risk managers to ensure that all business risks identified in our shop operations are fully covered, including financial risks, reputational risks and operational/ health and safety risks |
| Team Dynamics | <ul style="list-style-type: none"> Ensuring that the retail team, including other management staff and volunteers, work as a self-driven, mutually supportive team, avoiding conflict and creating a healthy positive workplace in every shop |
| Advocacy | <ul style="list-style-type: none"> Advocating on behalf of the shops function and fundraising, but beyond that, acting as an ambassador for MS Plus in dealings with all parties |
| Written and Oral Communication | <ul style="list-style-type: none"> Ability to communicate clearly simply and effectively as required |
| Interpersonal skills | <ul style="list-style-type: none"> A good listener and a sympathetic supportive manager, demonstrating clarity on expectations of staff and volunteers and intervening quickly and empathetically when challenges occur |
| Networks and Stakeholders | <ul style="list-style-type: none"> Building networks of complementary relationships with third parties who may affect the success of the MS Plus shops business - including other staff, landlords, local councils, suppliers, and service providers |
| Partnerships and Collaboration | <ul style="list-style-type: none"> Seeking opportunities for partnerships, both within the organisation and externally to add value to the outcomes of the MS Plus shops business |
| Knowledge of Community | <ul style="list-style-type: none"> Gaining an understanding of the MS and other neuro community and also of the local communities in which each shop is located, to optimise the outcomes of shops, both in terms of commercial returns and community engagement/ brand ambassadorship. |
| Personal Attributes | |
| Client Focused | <ul style="list-style-type: none"> Determined to deliver the highest quality service and value to clients and customers. |
| Collaborative | <ul style="list-style-type: none"> Supportive and always seeking to assist others in achieving their outcomes |
| Creative and Innovative | <ul style="list-style-type: none"> Quick to offer new ideas and solutions to emerging problems and to see and act on new business opportunities |

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| Analytical | <ul style="list-style-type: none"> Makes decisions that are informed by knowledge, data, and analytics, over intuition |
| Determined | <ul style="list-style-type: none"> Committed to achieve an outcome when challenges arise and persistent, but reasonable, in pressing the cause of MS Plus in resolving such challenges |

Employment Screening

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.

Required screening

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| <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 |

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.

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| <i>Signed Employee</i> | <i>Date</i> |
| <i>Signed Manager</i> | <i>Date</i> |

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