



Shop Manager

Strategic Marketing and Fundraising

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.



Multiple Sclerosis Limited, commonly known as MS, is the go-to provider of information, advice and support for people affected by multiple sclerosis.

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.

We offer vital support and services for people living with multiple sclerosis while the search for a cure continues.

We are here so no one has to face MS alone.





Organisation Dimensions



Position Dimensions	
Budget (\$ value)	Shop specific
Volunteer nos.	15-35 shop specific
Location/s	
Other	

Key Responsibilities

Organisational and Administration Support	
	<ul style="list-style-type: none"> • 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
Relationship Management	
	<ul style="list-style-type: none"> • Lead, manage and support a team of volunteers including establishing and maintaining rosters, allocating tasks and modelling desired behaviours • Ensure all volunteers and staff are focused on customer service • Conduct Volunteer Inductions with new volunteers • Conduct refresher training from time to time with volunteers • Facilitate meetings with the shop team as required • Complete all relevant paperwork for new volunteer applications • Send off paperwork in a timely manner



	<ul style="list-style-type: none">• Delegate appropriate tasks for each volunteer daily
Values	<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' Services Innovation 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 at all times• Ensure the health, safety and welfare of self, team members and others• Follow all reasonable directions given by the organisation• Support and empower co-workers• Support, promote and show sensitivity to diversity in the work place• Behaviour is in alignment with Culture, Service Promise & Foundation behaviours

Position Requirements

Knowledge, Skills and Experience

- Well-developed interpersonal skills
- Strong verbal and written communication skills
- Ability to develop, maintain and motivate a team
- Retail and merchandising experience
- A strong customer focus
- Money/funds handling experience including computerised cash registers

Qualifications

- Certificate IV in retailing or equivalent qualification and/or a minimum of 2 years relevant experience managing people and/or business

Desirable

- Available to work Saturdays
- Experience working with volunteers and knowledge of not-for-profit organisations

Other – prior to commencing employment;

To be provided by employee

- Right to work in Australia
- International Police Check **if lived overseas for longer than 12 months in the last 10 years** (to be provided by the applicant)
- Current working with children or vulnerable people check, if applicable (**Compulsory for all Service Innovation employees and certain roles as advised by hiring Manager/HR**)
- Current valid driver's license, if applicable

To be provided by employer

- Current national police record check
- NDIS Worker Screening Check
- DWES check for all **Victorian employees**
- FIA Code of Conduct, if applicable (**Compulsory for all Strategic Marketing and Fundraising employees**)