

POSITION DESCRIPTION	
POSITION TITLE:	Retail Supervisor
	Full time (contract)
NAME OF POSITION HOLDER:	
SIGNATURE:	
TITLE OF SUPERVISOR:	Auxiliaries Manager
NAME OF SUPERVISOR:	Michelle Rule
SIGNATURE:	

<p>For office use only</p> <p>Position Number:</p>
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1. PURPOSE OF POSITION

The role of the Retail Supervisor is responsible for the effective provision of:

- The day to day retail operations of the RCH Auxiliaries Gift Shop at The Royal Children's Hospital (RCH)
- The day to day supervision of other retail stock and stalls operated by the Auxiliaries
- Support and development of the Auxiliaries, to grow their fundraising and contribution to the RCH
- Implementation of business plan and merchandise strategy
- An Auxiliaries rostering/volunteer program to provide resource and support to the Auxiliaries, Gift shop, network and Auxiliary events

2. ORGANISATIONAL RELATIONSHIPS

Position Title of Supervisor:

Auxiliaries Manager

Positions that also report to Supervisor:

Auxiliaries Liaison – Administration

Auxiliaries Liaison – Events

Positions that report to this position:

Shop retail assistants – Volunteers

3. ORGANISATIONAL CONTEXT OF POSITION

The Royal Children's Hospital Foundation (the Foundation) was founded in 1989 to raise funds for and on behalf of The Royal Children's Hospital (RCH). Since its inception it has provided ongoing support of the RCH in its mission to be a world class paediatric hospital.

The Foundation has for over twenty five years raised funds and supplied much needed resources for the RCH. Whilst a legally separate organisation it works closely with the RCH in achieving its vision. The people of Victoria love the RCH and in giving to the Foundation, whether through linked fundraising appeals like the Good Friday Appeal or Auxiliaries in their community, they feel a great ownership. As a result of this ownership and the fact that the Foundation is therefore a custodian of these donated funds, the Foundation takes seriously its role for and on behalf of those donors.

Over the next few years, the Foundation will be building on its strong base to increase the funds raised and will focus on responding to the exciting challenges and opportunities presented now that the RCH has moved into its new state of the art facility.

The **core purpose** of the Foundation is to raise philanthropic funds and provide resources to the RCH for:

- Care and treatment of children requiring medical treatment
- Research into curative or preventative medicine
- To assist in the acquisition and development of the best medical talent, whether from Australia or overseas

Values

- We show integrity in all our interactions, being moral, ethical, honest, transparent and trustworthy.
- We display humility, being modest, not self-important; confident and dealing with others.
- We show gratitude and appreciation for the efforts of our donors and our colleagues.
- We are compassionate showing empathy in our dealings with everyone.
- We are inclusive and respectful. We show loyalty and understanding.

The result of these values translates into action. We are known for delivery on our commitments.

4. NATURE AND SCOPE OF POSITION

4.1 Work performed

The role of the Retail Supervisor is to provide direction to and support of the RCH Auxiliaries network and to increase their fundraising efforts. Central to the role is running the Auxiliaries Shop and the coordination of day to day retail operations of the Auxiliaries including Stalls/Pods at the hospital and other retail stock; providing guidance to volunteer Auxiliary members.

In undertaking the role the person will work to ensure the Shop and the Stalls operate effectively and profitably, with a strong customer service ethos. The role is responsible for ensuring that all fundraising and retail activities are undertaken within the guidelines and policies of the RCH Foundation, which mirror those of Consumer Affairs Victoria.

The role will be responsible for buying, stock control and supervision of all other retail items that are either donated or purchased by the Auxiliaries. This role will also involve engaging and inspiring Auxiliary members to build successful business practices in order to achieve ever-improving fundraising results.

The position will liaise with the Auxiliaries Manager, wider Foundation team and Auxiliary members. As part of a small team, the position must be prepared for multi-tasking, very hands on and flexible enough to respond to requests from other team members and to undertake activities of a general nature.

4.2. Challenges and problem solving

Challenges currently facing the position include:

- Increasing the fundraising of the Auxiliaries fundraising groups through new retail sales initiatives
- Supervise retail stock and purchasing to ensure it meets the Auxiliaries profit margins and turnover objectives
- Balancing the need to provide oversight and guidance, while still being hands on
- Increasing the volunteer staffing of the RCH Auxiliaries Shop
- Multi-tasking and being able to find solutions to problems quickly is essential in this role

4.3. Decision-making

The Retail Supervisor is responsible for the development and implementation of retail related projects, and as such, will make decisions about implementation of such programs in consultation with the Auxiliaries Manager to ensure successful outcomes. Working with limited supervision, the Retail Supervisor must ensure that retail staff/volunteers and Auxiliary members are able to complete their responsibilities successfully, and therefore makes decisions about communicating accurate and timely information, as well as listening to advice and feedback from others.

The position is responsible for the day to day running of the Auxiliaries shop. The position negotiates commercial and supplier arrangements. The position also is responsible for the supervision of stock levels and retail operations profitability.

The position makes recommendations to the Auxiliaries Manager; develops, in consultation with stakeholders, an annual retail business plan and has input into the annual budget process in consultation with the Auxiliaries Manager, and works with the wider team in line with the organisation's communications and marketing strategy. The position is given broad direction from the Auxiliaries Manager and is required to translate this into appropriate strategies, and work collaboratively with staff across the Foundation team to ensure their collective success.

4.4. Communication

Internal

- Other Foundation staff – act in accord with the Foundation’s values and create a team environment that works towards the success of the enterprise.
- Work closely with the Auxiliaries Executive Committee through the Auxiliaries Manager to ensure they endorse and support the business plan and fundraising initiatives
- Work closely with the Auxiliaries members, in particular, but as importantly with all members of the Foundation team who work on Auxiliaries activities
- To be part of the team, and join in our flexible, supportive and passionate working environment with good humour and a positive attitude

External

- Auxiliaries – close relationships with members, in order to support their fundraising activities and to ensure their needs are met
- Donors and retail suppliers
- As shared occupiers of space, ensure harmonious relationships with the Kids Health Info Centre and the RCH Auxiliaries Shop
- Suppliers related to events as required

5. KEY ACCOUNTABILITIES

General

- Establish and maintain excellent working relationship with stakeholders, Auxiliary members and volunteers.
- Working with Auxiliary members and volunteers both in shop and stalls.
- Responsible for running the Auxiliaries shop
- Responsible for opening and closing the shop as per procedure.
- Responsible for stock including filling shelves, updating the stock database and checking orders received.
- Coordination of the online shop and for ensuring online sales are actioned in a timely manner.
- Responsible for maintaining stock records
- Organising the Float, balancing the cash register, reconciling the EFTPOS and depositing the banking with the Cashier.
- Undertake visual merchandising for the shop, ensuring the shop environment is maintained to a high standard.
- Undertake various clerical duties associated with running the shop on a day-to-day basis.
- Coordinate the retail activities for the Auxiliaries and the RCH Foundation.
- Provide suggestion and support on strategies to improve the revenue of the Auxiliaries Shop.

Supervision

- Provide support and guidance to Auxiliaries
- Roster and supervise access to the retail spaces (pods and stalls) available for Auxiliaries
- Annual Budget involvement and monitoring, including maximising the net return to the Auxiliaries and therefore the RCH
- Ensure compliance with policies, procedures, risk and governance
- Work with Communications team on communications and marketing strategies, and materials required for the promotion of Auxiliaries and Auxiliary activities
- Ensure the Auxiliary Shop promotes RCH Foundation awareness and is compliant with RCH Foundation branding guidelines
- Maintain a high level of safety for all volunteers, staff and public

Auxiliary Development

- Develop policies and procedures to ensure Auxiliaries increase their fundraising for the RCH
- Build relationships with Auxiliaries/Donors and all members
- Take time to speak with members

Customers

- Provision of an inviting environment for customers
- Provision of superior customer service and advice
- Provision of a seamless customer experience

Shop Staff/volunteers

- Development of procedures and processes to meet Shop strategies.
- Development of a positive and comfortable working environment
- Efficient and effective roster for volunteers
- Provision of training for relief staff and volunteers
- Ensure compliance with OH&S guidelines.

Finance

- Banking and Cash Handling procedures are adhered to
- Banking undertaken on a daily basis on weekdays
- Ensure budgets are managed appropriately

Stock (Shop, merchandise)

- Purchase suitable goods at competitive prices
- Identifying and meeting suitable suppliers - negotiating prices, quantities and delivery time-scales
- Turnover of stock managed effectively
- Purchase of stock in line with the approved Business Model
- Visual merchandising of the shop undertaken to a professional standard
- Data integrity with respect to Bar Coding kept up to date
- Successful sales promotions developed
- On Line shop sales managed in a timely manner
- Seek donated goods

Foundation Values and Behaviors'

- Support and model the values and behaviors of the Foundation and the RCH

6. KNOWLEDGE, SKILLS AND EXPERIENCE

Qualifications and experience

- Five years retail experience in a supervisory capacity
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Selection Criteria - Essential

- Demonstrated experience in retail shop operation, rostering and management (Five years retail experience in a supervisory capacity)
- Demonstrated experience in coordinating, leading and supporting volunteers/fundraisers; high level of understanding and empathy with volunteers/fundraisers)
- Excellent written and verbal communication and presentation and strong administrative skills
- Demonstrated attention to detail, working under own initiative to strict deadlines and supporting multiple projects simultaneously
- Commitment to The Royal Children's Hospital Foundation's values and a working style that reflects these
- Experience in operating effectively in a flexible, team environment with excellent client service skills and focus
- High level of understanding and empathy with volunteers/fundraisers Very good IT skills, including excellent Microsoft Office suite skills, Point of Sale cash register, stock control system

Selection Criteria - Desirable

- Experience in shop dressing/window theming
- Demonstrated ability to source donated goods for sale
- Experience using ecommerce websites and organisational databases

7. TERMS AND CONDITIONS

- The vacancy is offered on a contract basis full-time position for a period of one year, and is subject to renewal. There will be a 3 month probationary period.
- There may be a requirement to work outside of normal hours on limited occasion for fundraising events and activities. Allowance is made for reasonable time-in-lieu. Flexible working hours and conditions are offered.
- The position is offered with a \$50,000 - \$60,000 annual remuneration (depending on experience), plus superannuation. Salary packaging is available.
- Leave entitlements as per national standards.

8. PERFORMANCE INDICATORS

To be developed with a personal work plan.

AGREEMENT TO THIS POSITION DESCRIPTION – to be filled out by the successful applicant	
Signed for and on behalf of Sue Hunt, Chief Executive Officer, The Royal Children’s Hospital Foundation	Signed by the Appointee Appointee Name:
Signature:	Signature:
Date:	Date:

MORE INFORMATION AND HOW TO APPLY

- **Selection Criteria** - Applications must address the Selection Criteria in the position description - applications that do not address the Selection Criteria will not be considered. If you have not responded to selection criteria before for a job application, then please visit www.rchfoundation.org.au/jobs for more information.
- **More information** - For further information or queries about this role, please contact Mr. Greg Hordacre, Acting Auxiliaries Manager on 03 9345 6491 or greg.hordacre@rch.org.au
- **Submitting your application** - Send your application, including your CV, the names and contact details of three referees and your response to the Selection Criteria to jobs.foundation@rch.org.au by COB on Friday 02 June 2017.