

Position Description

Retail Store Manager



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| Position | Retail Store Manager |
| Team | Social Enterprise |
| Role Classification | Retail Award level 8 |
| Employment Type | Permanent |
| Location | Family Life Retail Stores <i>From time to time the incumbent may be requested to work from, or be based at, other Family Life sites.</i> |
| Reports To | Social Enterprise Coordinator |
| Effective Date | November 2025 |

Position Purpose

The Store Manager is responsible for leading the day-to-day operations of the Family Life Op Shop. This role combines retail excellence with social impact, ensuring the store meets sales targets while fostering a welcoming, inclusive environment for customers, staff, and volunteers. The Store Manager plays a key role in supporting Family Life's mission by maximising the value of donated goods and contributing to community programs across Victoria.

Key Responsibilities

- Leadership & Team Development
 - Lead, motivate, and support a team of staff and volunteers to achieve sales and service goals.
 - Foster a positive, inclusive, and community-focused store culture.
 - Provide coaching, training, and performance feedback to team members.
- Customer Experience
 - Ensure exceptional customer service is delivered consistently.
 - Promote community engagement and uphold Family Life's values in all interactions.
- Visual Merchandising & Store Presentation
 - Curate attractive and creative product displays that reflect the unique nature of donated goods.
 - Maintain a clean, safe, and welcoming store environment.
- Stock Management
 - Oversee the intake, sorting, pricing, and rotation of donations.
 - Manage stock levels to maximise sales and minimise waste.
- Operational Excellence
 - Monitor and report on store performance, including sales targets and KPIs.
 - Create and manage staff rosters to ensure adequate coverage and team wellbeing.
 - Ensure compliance with health and safety standards and organisational policies.

Key Selection Criteria

Essential:

- Demonstrated leadership experience in a retail or customer-facing environment.
- Strong interpersonal and communication skills.
- Proven ability to meet or exceed sales targets and KPIs.
- Passion for community development, sustainability, and ethical retail.
- Ability to work flexibly, including weekends, evenings, and public holidays.

Desirable:

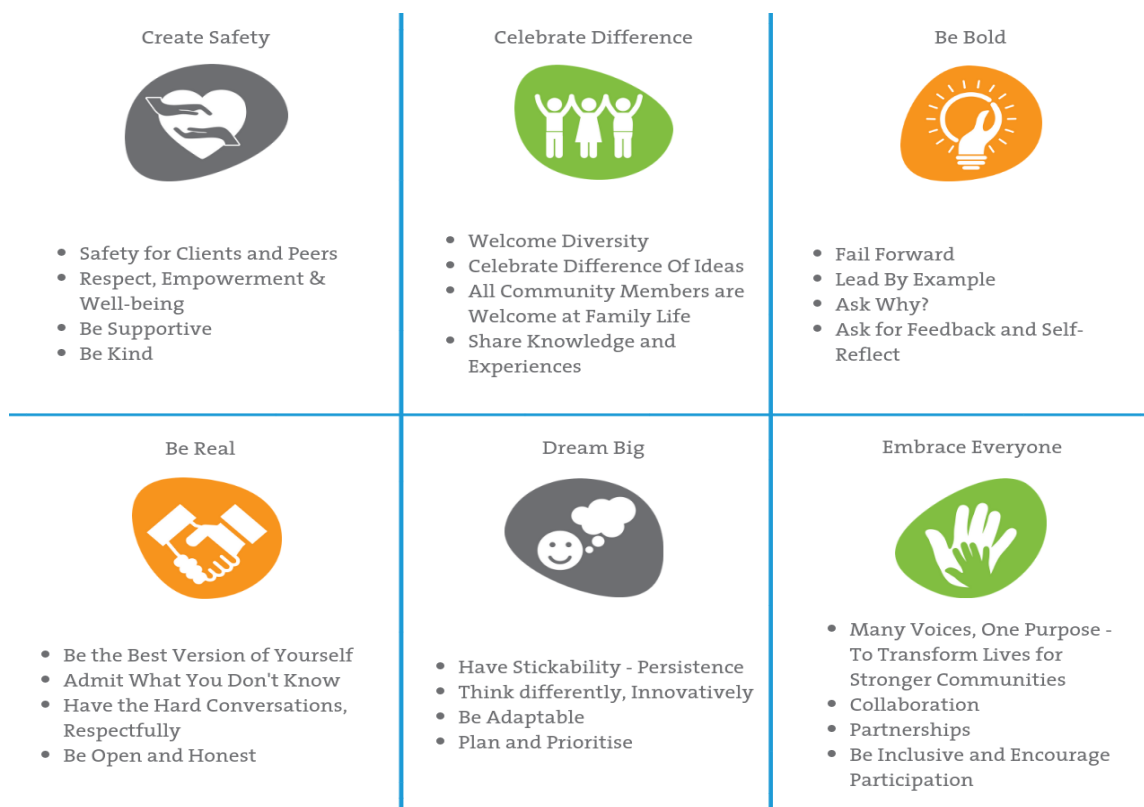
- Experience in visual merchandising and stock management.
- Previous experience working with volunteers or in a not-for-profit setting.

What We Offer

- Competitive hourly rate with applicable penalty rates.
- Monthly performance bonuses.
- Wellbeing leave and access to Employee Assistance Program (EAP).
- Structured onboarding and ongoing professional development.
- Salary packaging benefits up to \$18,500 (tax-free income).
- A meaningful role in a mission-driven organisation making a real difference.

Organisational Values

The six behaviours of **The Family Life Way** are at the heart of the work that we do; they inspire us to achieve the best results for our clients and the communities we serve. The Family Life Way exemplifies our commitment to supporting our people to produce quality services and outcomes.



Additional Information

- Family Life is a youth and child safe organisation that values, respects, and listens to children and young people.
- All offers of employment are subject to a satisfactory Working with Children Check and Police Records Check.
- Family Life operates across multiple sites, therefore it is essential that all employees hold a current Victorian Driver's License.
- Family Life offers generous salary packaging benefits.
- All offers of employment at Family Life are subject to a six-month probationary period.
- Family Life is committed to providing a safe, healthy and friendly working environment.
- Family Life prides itself on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.

- Family Life expects all employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.