

# Position Description

## Clearance Store Manager

<b>Position</b>	Clearance Store Manager
<b>Team</b>	Social Enterprise
<b>Role Classification</b>	Retail Award level 8
<b>Employment Type</b>	Full Time, Permanent
<b>Hours</b>	38 hours per week, 5 days Tuesday to Saturday
<b>Location</b>	Family Life Clearance Store From time to time the incumbent may be requested to work from, or be based at, other Family Life sites.
<b>Reports To</b>	Retail Area Manager
<b>Effective Date</b>	July 2026

### Overview of Program

Family Life operates a number of opportunity stores, a clearance store and a warehouse, with the purpose of raising funds for the organization, and enabling Family Life to provide quality services to children, young people and families within the community. The stores and distribution Centre are supported by a team of dedicated volunteers, and the social enterprise program is a key element of Family Life's approach to building capable and supportive communities.

## Position Objective

The Clearance Store Manager position is responsible for the effective and efficient management of store objectives and to ensure operational efficiencies are met. The position is also responsible for ensuring shop volunteers and employees are supervised and supported in line with the Family Life Way. Creating a safe, fun, happy environment for customers and volunteers.

## Key Responsibilities

The key responsibilities include but are not limited to:

- Lead the day-to-day operations of the Clearance Centre, ensuring the efficient flow, organisation, and presentation of clearance stock across clothing, books, furniture, and homewares.
- Maintain an organised, safe, and functional large format retail space, implementing effective layout, storage, and merchandising systems that maximise customer experience and operational efficiency.
- Provide strong leadership to staff and volunteers, offering clear direction, coaching, and delegation to ensure smooth daily operations and a collaborative team environment.
- Champion high quality customer service standards, ensuring all customers are welcomed and supported in line with organisational values.
- Implement and monitor stock management procedures, including tracking inventory levels, identifying high volume categories, and ensuring stock rotation aligns with clearance targets.
- Coordinate promotional activities, such as sale days, designed to increase stock turnover and drive customer engagement.
- Ensure compliance with organisational policies, OHS requirements, and retail best practice, fostering a safe and well-maintained workplace for staff, volunteers, and customers.
- Manage cash handling and banking processes with accuracy and integrity, following established procedures and maintaining financial accountability.
- Collaborate closely with volunteer management and retail leadership, providing feedback, identifying opportunities for improvement, and supporting effective communication across the wider Social Enterprise team.

## Key Selection Criteria

1. **Demonstrated experience in second hand retail management**, or big box preferably within apparel, homewares, or other high volume product categories, with a proven ability to manage a large and dynamic clearance environment.
2. **Strong people leadership skills**, including experience supervising staff and volunteers, providing coaching and direction, and confidently managing complex or challenging situations.
3. **Well developed stakeholder engagement abilities**, supported by clear, professional, and effective verbal and written communication skills.
4. **Proven ability to implement and monitor successful sales strategies**, with a focus on driving turnover, meeting clearance objectives, and supporting organisational revenue targets.
5. **Experience coordinating and executing promotional activities**, including sale events, themed promotions, and initiatives aimed at increasing customer engagement and stock movement.
6. **Exceptional time management and organisational skills**, with the ability to prioritise tasks, meet operational targets, and perform effectively in a busy, high volume retail setting.
7. **Ability to embrace and adopt new technology** to support operational efficiency, workflow improvement, and overall store performance.
8. **Strong information technology capability**, including proficiency in Microsoft Office, CRM platforms, and point-of-sale (POS) systems.

## The Family Life Way

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.

### Create Safety



- Safety for Clients and Peers
- Respect, Empowerment & Well-being
- Be Supportive
- Be Kind

### Celebrate Difference



- Welcome Diversity
- Celebrate Difference Of Ideas
- All Community Members are Welcome at Family Life
- Share Knowledge and Experiences

### Be Bold



- Fail Forward
- Lead By Example
- Ask Why?
- Ask for Feedback and Self-Reflect

### Be Real



- Be the Best Version of Yourself
- Admit What You Don't Know
- Have the Hard Conversations, Respectfully
- Be Open and Honest

### Dream Big



- Have Stickability - Persistence
- Think differently, Innovatively
- Be Adaptable
- Plan and Prioritise

### Embrace Everyone



- Many Voices, One Purpose - To Transform Lives for Stronger Communities
- Collaboration
- Partnerships
- Be Inclusive and Encourage Participation

## 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 and valid Victorian Driver's Licence.
- 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.