Position Description
Retail Assistant

Position	Retail Assistant
Team	Social Enterprise
Role Classification	General Retail Award level 3
Employment Type	Casual
Location	Family Life Opportunity Shops *From time to time the incumbent may be requested to work from, or be based at, other Family Life sites.*
Reports To	Retail Store Manager
Effective Date	November 2026

Overview of Program

Family Life operates a number of opportunity shops and a warehouse, with the purpose of raising funds for the organisation, to enable Family Life to provide quality services to children, young people and families within the community. The opportunity shops and warehouse 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 Retail Assistant is responsible for performing day to day shop duties in a timely and professional manner as delegated by the Store Manager. This position is also responsible for ensuring shop volunteers are supervised and supported in line with the Family Life Way. Creating a safe, fun and happy environment for customers and volunteers.

Key Responsibilities

The key responsibilities include but are not limited to:

- Provide and maintain high levels of customer service to all customers.
- Effectively communicate with the Store Manager, providing updates on any issues arising from duties.
- Ensure the store is efficiently and effectively managed, including compliance with relevant policy, procedure and standards.
- Maintain store layout and merchandising in a visually appealing manner whilst ensuring OHS requirements are met.
- Open and close the store when on duty.
- Assist the store manager with all promotions, VIP nights and events when required

Key Selection Criteria

1. Demonstrated experience in retail, preferably apparel or homewares.
2. Demonstrated customer centric approach to achieving sales targets.
3. Proven ability to interact and network positively with a variety of people.
4. Team player, flexible with a positive attitude.

The Family Life Way

Our six principles are at the heart of the work that we do at Family Life, they inspire us to achieve the best results for our clients and the communities we serve. The principles exemplify our commitment to support 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 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.