Position Description
Retail Store Manager

Position	Retail Store Manager
Team	Social Enterprise
Role Classification	General Retail Award Level 8
Employment Type	Permanent
Location	Opportunity Shops, (Bunurong Land) From time to time the incumbent may be requested to work from, or be based at, other Family Life sites.
Reports To	Retail Area 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 organization, and enabling Family Life to provide quality services to children, young people and families within the community. The opportunity shops 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 Retail 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:

- Provide and maintain high levels of customer service.
- Ensure store revenue & profit targets are achieved through revenue growth and in line with the annual budget.
- Ensure the store is efficiently and effectively managed, including compliance with relevant policy, procedure and standards.
- Maintain and improve store layout and merchandising in a visually appealing manner whilst ensuring OHS requirements are met.
- Cash handling and banking in line with Family Life policies and procedures.
- Manage store inventory including rotation of stock.
- Delegate day to day operations of the store to volunteers and team members.
- Accurate daily reporting
- Actively work with the Volunteer Management team, to ensure cooperative working relationships with volunteers through ongoing coaching, communication and early intervention on people related issues.
- Implement VIP nights, morning teas, fun promotions and be part of organizing two events per year.

Key Selection Criteria

1. Demonstrated retail management experience, ideally in apparel or homewares.
2. Demonstrated people management skills, including the ability to manage complex and challenging situations.
3. Demonstrated stakeholder engagement skills, including strong verbal and written communication skills.
4. Ability to implement successful sales strategies.
5. Ability to run promotions.
6. Strong time management skills, with the ability to work effectively under pressure and manage priorities, targets.
7. Ability to embrace new technology to enhance productivity and effectiveness.
8. Information technology skills, including proficiency in Microsoft Office suite, CRM and point of sales system.

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, gifted leave and wellness days
- 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 having achieved an employer of choice award.
- Family Life expects all employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.