

POSITION DESCRIPTION

JOB TITLE	Sport for All – TORQUAY Retail Operations Manager
Location:	SPORT FOR ALL – TORQUAY CENTRE
Responsible to:	Chief Executive Officer
Direct reports:	Sport For All Training & Employment Pathway Participants; Retail & Operations Assistants; Retail Volunteers.
Classification:	General Retail Industry Award 2010 [MA000004]
Position Terms:	Casual

ORGANISATIONAL OVERVIEW

Boots For All is a not-for-profit organisation dissolving barriers to sport & social inclusion across Australia by collecting quality, new & near-new sporting goods for redistribution to teams across Australia & by offering training & employment pathways for people experiencing barriers to employment via a social enterprise sports store, **Sport for All**.

Vision: An active and socially inclusive Australia through sport.

Mission: We dissolve barriers to sport and social inclusion across Australia.

POSITION SUMMARY

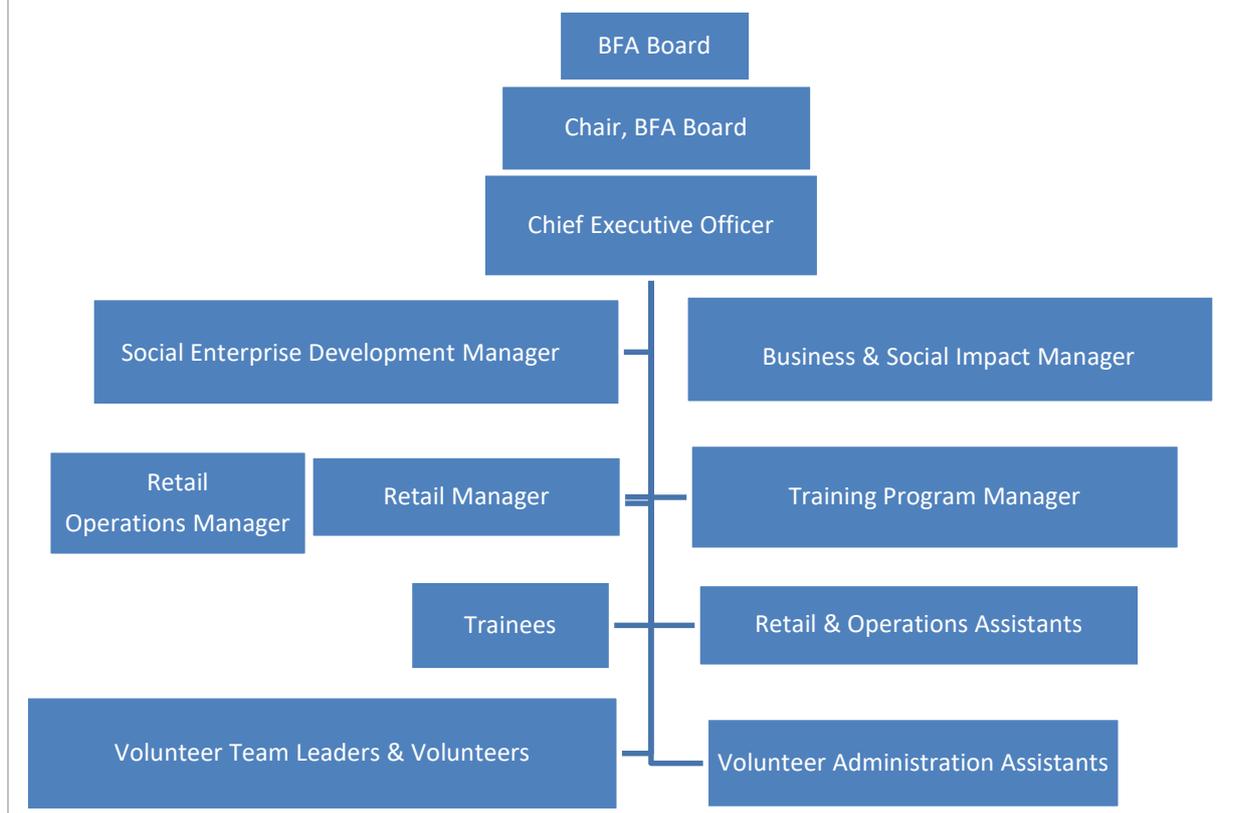
Boots For All seeks to employ a **Retail Operations Manager**.

Since 2014, Boots For All has operated the inaugural Australian social enterprise sports store, **Sport for All** which provides training & employment pathways for young people with barriers to employment & other long-term unemployed. The **Sport for All** retail store is located in Briar Hill, Victoria and also operates an online shop and regular pop-up shops.

The **Sport For All** Retail Operations Manager, with support from the Boots For All management, will oversee Retail staff, pre-employment Trainees & volunteers. This role will also support Management with the further development of operational effectiveness of donated material aid (donated sporting goods) processing & inventory management.

The **Sport For All** Retail Operations Manager will contribute to the values and vision of the organisation, assisting in the delivery of a highly efficient retail and e-commerce customer service in the social enterprise including the processing of the donated stock, inventory management and working collaboratively with volunteers.

REPORTING STRUCTURE



KEY RESPONSIBILITY & DUTIES

The **Sport for All Retail Operations Manager** is responsible for:

- The supervision of the Assistant Retail Managers, Retail & Operations Assistants, Retail Volunteers & Training & Employment Pathway Program participants to support Management with overseeing and delivering the on-the-job work experience within the social enterprise.
- The liaison with the Boots For All management to ensure that the Retail staff, trainees and on-the-job work experience is incorporated into the overall operational activities of the organisation including the volunteer program.
- Ensuring the team deliver outstanding customer service & build strong relationship with our customers.
- Implementing visual merchandising strategies & inventory management procedures.
- Further develop the Boots For All volunteer team culture by leading by example and proactively contributing to the coordination of the **Boots For All Volunteer Program** volunteers.
- Actively implement and promote National Standards and best practice to volunteers and other key stakeholders.
- Assist with and further develop procedures to: maintain, update, disseminate, communicate and review on an ongoing basis Boots For All's volunteer database, manuals, policies, resources, website information and volunteer registration procedures.
- Assist with and further develop operational effectiveness of donated inventory management systems.

ESSENTIAL QUALIFICATIONS & SKILLS

1. Previous management experience preferably in retail.
2. Ability to lead a team with generosity, kindness, time-management and organisational skills.
3. Commitment to Boots For All's vision and mission.
4. Outstanding customer service skills and knowledge or interest to develop knowledge of the sporting goods industry.
5. Previous experience in visual merchandising and inventory management.
6. Excellent organisational and time management skills with the ability to manage multiple tasks & competing priorities.
7. Current Driver's Licence.

SPECIAL CONDITIONS

- Appointment is subject to a satisfactory Police clearance (National Criminal History Record Check) and Working With Children Check and Boots For All retains the right to refuse appointment based on the outcome of any Police check.
- This position is offered by Boots For All Inc. as a casual employment role.