



NEW ZEALAND
RED CROSS
RIPEKA WHERE AOTEAROA

POSITION DESCRIPTION

Be part of our mission:

*To improve the lives of vulnerable people
by mobilising the power of humanity
and enhancing community resilience.*

To find out more about our kaupapa, and what we stand for, visit redcross.org.nz

Job Title: Assistant Shop Manager
Group: Engagement and Enterprise
Location: Auckland (Wairau Park)
Reports to: Shop Manager and Retail Manager Northern
Position status: Permanent – Part Time
Version date: 18 August 2022

OUR PURPOSE

New Zealand Red Cross (NZRC) has always been about good people doing good things. We're part of the world's largest humanitarian network, helping vulnerable people and those affected by disaster and conflicts. We've been working in New Zealand for more than a century and today you'll find us lending a hand in communities throughout Aotearoa New Zealand – we're here for good.

DIVERSITY AND INCLUSION

We are committed to providing an environment where all people feel welcomed, valued and seen in their identities.

THE TREATY OF WAITANGI

New Zealand Red Cross is working towards understanding our obligations under the Te Tiriti o Waitangi principles. New Zealand Red Cross engagement with Te Tiriti o Waitangi is recognised as ethical best practice in relation to the application of the Red Cross Fundamental Principles and the desire of New Zealand Red Cross people to build meaningful relationships with Māori as tāngata whenua.

WHAT WE STAND FOR

The Red Cross Fundamental Principles guide all we do, whether we're helping people in New Zealand communities or providing urgent relief in an international disaster.

ABOUT THE GROUP

Engagement and Enterprise

The Engagement and Enterprise Group has four core functions. The Communications, Marketing and Engagement directorate supports and enables organisational communications (both internal and external) as well as raising public awareness. The Philanthropy directorate supports and enables organisational fundraising efforts across a portfolio of different fundraising products and activities. The First Aid directorate is responsible for the creation of revenue through the delivery of first aid training and the sale of first aid related products. The Retail directorate is responsible for the creation of revenue through the sale of donated products through about 50 Red Cross shops across the country.

POSITION PURPOSE

The Assistant Shop Manager will work to coordinate daily operational needs of the Red Cross Shop, including driver scheduling for Red Cross Shops, sales management, enhancing customer service, stock management and shop presentation in a professional, efficient and effective manner. This may also include overseeing the shop in the absence of the Shop Manager.

KEY RESPONSIBILITIES

Driver Scheduling

- Process collection/delivery requests sent by Red Cross Shops or received from customers/retailers over the phone or by email
- Provide a high level of customer service, building and maintaining relationships with customers, retailers, Delivery Assistant Volunteers, Shop Managers and Delivery Drivers
- Create daily schedule for drivers according to collection/delivery requests and other shop requests that may occur
- Liaise with Shop Managers and Delivery Drivers to assist with their needs
- Keep records of all donations for future reporting

Customer Service

- Provide a high level of customer service, building and maintaining relationships with customers and volunteers
- Act with pride in all you do and say – ensure your personal brand and presentation reflects the Red Cross way and values

Promoting/Driving Sales

- Assist and advise customers on purchases, increase sales opportunities through promotion of items and look for opportunities to enhance the overall customer experience offered

Cash Management

- Ensure point of sale, daily EFTPOS and end of banking totals are correct
- Ensure guidelines are followed as per the Retail Manual

Shop Presentation

- Visual Merchandising: assist with in-store merchandising enabling
- product promotion targeted at optimal sales.
- Ensure a clean and tidy shop at all times, tidying racks and shelves, emptying dressing rooms and ensure a professional and welcoming environment for everyone entering the premises.

Stock Management

- Where necessary assist with stock management, efficient and timely ordering of replenishment stock, and processing of stock orders.
- Assist with stock pricing as per price guidelines and in accordance with the Red Cross Retail Manual.
- Assist with maintenance of stock levels.
- Assist with timely stock rotation in consultation with the Shop Co-ordinator.

Volunteers

- Assist with volunteer management, including recruitment and training of new volunteers as required.
- Ensure volunteer staff adhere to shop policies and procedures as set out by Management and the Red Cross Retail Manual.

HEALTH SAFETY AND WELLBEING

- Proactively ensure your actions or omissions do not adversely affect the Health, Safety and Wellbeing (HSW) of yourself or others.
- Participate in HSW induction, training, programmes and activities.
- Follow all reasonable instructions to comply with HSW legislation and regulations.
- Follow NZRC HSW policies, standards and procedures.
- Do not undertake any activities you are not adequately trained for.
- Use designated personal protective equipment (PPE) for specific work activities.
- Report hazards/risks, incidents and near misses as soon as possible after the event.

RELATIONSHIPS

Internal

Director Retail
Retail Regional Manager
Shop Managers
Delivery Drivers
Delivery Assistant Volunteers

External

Potential volunteers (groups and individuals)
Public
Donors
Retailers

STAFF

Direct

Nil

Indirect

Nil

PERSON SPECIFICATION

Qualifications:

- Formal qualifications are not essential

Skills and Experience

- Background in retail advantageous
- Experience in cash handling, cash management, and retail shop operations
- Great communication skills
- Proficiency in Excel and MS Suite advantageous
- Knowledge of Auckland's road network advantageous
- Experience in a sales environment
- Experience working as or with volunteers
- An interest in fashion retail
- Ability to work as part of a team
- Skill in dealing with customers
- Be prepared to work flexible hours
- Empathy with humanitarian causes
- Be enthusiastic and have the commitment to work as a team member of Red Cross
- A commitment to the Fundamental Principle of the International Red Cross Movement is imperative

DELEGATIONS

Financial: Tier Nil

Employment: Tier Nil

NOTE

This job description is not intended as an exhaustive list of duties and responsibilities. The job is expected to evolve and change, and New Zealand Red Cross may amend this job description after consultation with the job holder.