



POSITION TITLE: Retail Administration Support & Project Coordinator

RESPONSIBLE TO: National Retail Manager

FUNCTIONAL RELATIONSHIPS: **Regional Sales & Service Managers (RSSM'S)**
Retail Communications and Administration Assistant
Marketing & Communications
People and Culture
Health & Safety
Shop Coordinators
New Zealand Red Cross Executive Leadership team
Members and branches
Humanitarian Service Centres
Education and Training
External Agencies (where applicable)

POSITION SUMMARY:

The Retail Administration Support & Project Coordinator primary responsibilities are to support the National Retail Manager and the Retail Management Team with administration tasks and special project work such as shop openings, refits, closures and new retail initiatives. To work closely with the Retail Communication and Administration Assistant to help prepare and share information with our Retail Shops.

This role also provides support to the Regional Sales & Service Managers (RSSM'S) and the Store Coordinators to effectively maintain the shops and assist in managing the recruitment process for the volunteer workforce, particularly during special projects.

In addition, the role is responsible for but not limited to being a catch all for day-to-day internal retail enquiries, maintaining retail specific documentation, managing content

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published on the organisations intranet, assisting with managing the workforce database for retail (additions and deletions) and any other retail specific functions deemed necessary.

KEY RESPONSIBILITY AREAS:

Manage all aspects of Red Cross Retail support:

1. Work with the National Retail Manager to prepare and maintain work plans or project plans for openings, refits, closures and introducing new retail initiatives for Red Cross Shops.
2. In association with the Retail Communication and Administration Assistant, develop, deliver and maintain daily, weekly and monthly store communication.
3. Work with internal parties to enhance the support given to the Retail shops.
4. **Assist the RSSM's with their projects and communication requirements.**
5. **Assist the RSSM's and Shop Coordinators with managing the volunteer workforce.**

Health, Safety and Wellbeing

- Take responsibility for your personal health, safety and wellbeing and that of others, by not knowingly putting yourself or others at risk.
- Follow all safety and wellbeing procedures and instructions advised to you.
- Report incidents, including near misses, promptly for investigation.
- Actively deal with and /or report unsafe practices, actions and / or conditions for prompt attention.
- Actively participate in the management of health, safety and wellbeing in your workplace and bring any concerns or suggestions to the attention of your manager and/ or health safety and wellbeing representative.

DELEGATIONS:

Staff Management

Number of direct reports	Nil
Number of staff reporting to direct reports	Nil

Delegations

Financial Delegations	Nil
Employment Related Delegations	Nil

Note: The foregoing paragraphs are intended to describe the duties that the appointee will be expected to undertake in this position.

It should not be regarded as a complete and exhaustive list and does not prevent the addition, alteration or deletion of duties from time to time in accordance with the needs of New Zealand Red Cross. Any changes will be mutually agreed.

It is inherent in all areas of Red Cross work that staff are required to apply and uphold the Principles of Red Cross Red Crescent.

PERSON SPECIFICATION:

Qualifications:

- Past experience in an administration role, ideally in a retail support function.
- Project coordination experience, preferably in retail shop setups.
- Whilst not necessary, previous experience working within a charity retail shop operation is beneficial.

Experience/Competencies

The appointee would be able to demonstrate:

Background:

- Whilst not essential it is helpful if there is an understanding of how volunteer and non-government organisations function and the way relationships between such organisations, its members and the public are formed.
- Experience in events management, retail and shop openings

Key Characteristics:

- An effective communicator
- Highly organised with strong time management skills
- Understanding the demand of a retail orientated business
- Supports a results orientated culture
- Customer centric
- Ability to inspire and motivate others
- Committed to supporting others
- Ability to develop relationships
- Strong business acumen
- A down-to-earth approach and a good sense of humour
- Self-starter
- Empathy with humanitarian causes
- Be enthusiastic and commit to work as a team member of Red Cross.

A commitment to the Fundamental Principle of the International Red Cross Movement is imperative.

Travel

The appointee must be able to travel for Red Cross Retail business as required

Driver's Licence

A current motor vehicle driver's licence is essential.

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APPROVED:

Authorised signature:	
Name:	Anne Smith
Position:	General Manager Corporate Services
Date:	