



NEW ZEALAND  
**RED CROSS**  
RIPEKA WHERO 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](http://redcross.org.nz)

**Job Title:** Shop Manager  
**Group:** Engagement and Enterprise  
**Location:** Whangarei Shop  
**Reports to:** Retail Regional Manager  
**Position status:** Full- Time  
**Version date:** 24 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 Shop Manager is responsible for the maximising of sales and profitability of the shop, through the effective leadership of our member/volunteer team, employees and management of stock. This includes the provision of a learning environment for our people, to help them grow and develop and be effective in their roles.

The incumbent will be required to work during shop opening hours and the hours of work will be based on a roster basis. As the Shop Manager you may from time to time be required to work additional hours to that rostered. We will endeavour to give as much notice as possible of any changes needed.

- Excellent customer service.
- Promoting/driving sales.
- Cash management and till management.
- Shop presentation/displays.
- Stock management/preparation and control as per training.
- Supporting volunteers' adherence to our Health, Safety and Wellbeing practices.

## KEY RESPONSIBILITIES

### Merchandising/Promotion Shop Sales

- Ensure that the shop is always clean, and well presented.
- Weekly ordering of stock and ensuring effective rotation of stock. Monitoring quality of garments and goods displayed.
- Ensure the shop layout and stock presentation is maintained to a high standard, with a view to being welcoming for customers.
- Provide monthly report information on merchandise sales trends to the Retail Regional Manager.
- Know the competition and be one step ahead!

- Act with pride in all you do and say – ensure your personal brand and presentation reflects the Red Cross way and values. Provide excellent customer service – exceed expectations.
- Provide training opportunities for members/staff to enhance customer service in consultation with the Retail Regional Manager.

### **Coordinate Member Management**

- Recruit, train and retain the staffing duty roster for the shop.
- Maintaining and promoting cooperative working relationships with all staff/ Members involved on the shop roster.
- Provide effective leadership and support to all staff/members, by acting as a role model for the responsibilities this role requires
- Ensure that adequate training is provided for all staff/member undertaking shop duties.
- Promotion and encouraging the recruitment of staff/member shop staff.
- Initiate regular team meetings with staff/Members within the shop.
- Be familiar with the Retail Policy & Procedure Manual, to ensure standards and processes are adhered to.

### **Cash/Finance Management**

- Manage all aspects of the day-to-day floats, EFTPOS and banking.
- Be responsible for the accounting and recording of all financial transactions and for the daily banking, ensuring cash reserves are kept to the limits required.
- Ensure the Weekly Income Sheet is dispatched to National Retail Office the week following shop trading weekend.
- Adhere to all registered policies and procedures.

### **To carry out Red Cross obligations**

- Ensure the shop meets Retail Policy and Procedure requirements.
- Ensure that Red Cross information is readily available to customers and is displayed in a professional manner.
- On occasions, support the Retail team by assisting at new shops and providing training assistance and peer support as directed by the Retail Regional Manager.
- Attend Retail Department and Red Cross meetings as required.
- Ensure health and safety obligations are met and that hazards in the workplace are identified and managed in accordance with Red Cross policy, including the identification of problems and resolutions through the Retail Regional Manager
- Any other duties as required.

### **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.
- Provide strong Health, Safety and Wellbeing (HSW) leadership and lead by example.
- Implement and embed the Health, Safety and Wellbeing Management System (HSWMS) within your team.
- Promote a positive HSW culture.
- Clearly define and communicate HSW responsibilities within your team.
- Identify and follow up on HSW training requirements and opportunities.
- Maintain open communication to empower team members to discuss HSW matters.
- Respond promptly to any HSW issues.
- Actively participate in return to work plans for employees experiencing injuries or long-term illnesses.
- Ensure hazards/risks, incidents and near misses are promptly reported, investigated and closed out.
- Ensure new workers receive a HSW induction.
- Provide opportunities for team members to participate in formal worker participation processes.

## RELATIONSHIPS

### Internal

NZRC staff and volunteers

### External

Potential volunteers (groups and individuals)

## PEOPLE

### Direct

5

### Indirect

Nil

### Volunteers

TBA

## PERSON SPECIFICATION

### Knowledge

- Knowledge of systems involved with retail stock management including stock rotation

### Qualifications and/or experience

- A minimum of two years' experience in either a management or supervisor's role
- Proven experience in co-ordinating teams, including the ability to motivate teams to success
- Strong relationship management skills
- Experience working in retail would be advantageous

### Skills and other attributes

- Excellent customer service skills
- Experience/interest in working with Members

- Experience or interest in design and a flair for great displays
- Experience in cash handling, cash management, and retail shop operations.
- Self motivated and have a positive and friendly approach
- Ability to work efficiently with minimum supervision
- Ability to carry out physically demanding work including heavy lifting and manoeuvring
- Be prepared to work flexible hours, generally Monday to Friday. Some Saturday work may be required
- Be enthusiastic and have the commitment to work as a team member of Red Cross
- Empathy with humanitarian causes
- A commitment to the Fundamental Principle of the International Red Cross Movement is imperative.

### **TRAVEL**

The appointee may be required to undertake travel for this role.

### **DRIVER LICENCE**

A current full car driver licence is required for this role.

### **DELEGATIONS**

Financial: Tier 5

Employment: Tier 4

### **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.