

# Position Description

## Retail Assistant – Clothes4Cancer (Casual)

**Who we are:** We are Tasmania’s leading cancer charity working to reduce the incidence and impact of cancer on all Tasmanians. Through advocacy and research, supportive care programs and services, and the delivery of prevention education resources and programs, we are here for all Tasmanians regardless of location and the type of cancer diagnosis.

**Our Vision:** A cancer-free future

**Our Values:** Generosity, Integrity, Collaboration, Courage, Innovation

<b>Hours of Work</b>	Casual, as required.
<b>Salary and Conditions:</b>	General Retail Industry Award Retail Employee Level 4
<b>Location:</b>	The role is located at Clothes4Cancer Opportunity Shop, East Devonport.
<b>Position Summary:</b>	The Retail Assistant is primarily responsible for assisting with the day-to-day activities and safe operation of the Clothes4Cancer (C4C) Opportunity Shop in accordance with best practice guidelines, quality standards, CCT policies and procedures. This role provides a welcoming presence to all customers to the C4C Shop and includes retail sales, sorting of donations, shop displays and various other tasks involved with the running of the shop.
<b>Reporting:</b>	This role reports to the Retail Manager – C4C.
<b>Personal Attributes:</b>	This role requires a self-motivated person who is seeking an opportunity to use their skills and experience to make a meaningful difference in their community.
<b>Role Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Assist with overseeing all shop activities to ensure maximum customer satisfaction and security and protection of CCT assets.</li> <li>• Monitor and as required coordinate the rostering of shop volunteers.</li> <li>• Support the coordination of shop volunteers to ensure they follow CCT and C4C policies and procedures.</li> <li>• Organise the goods donated for sale, including receipt, selection, sorting and the disposal of unsuitable items.</li> <li>• Monitor the cleaning, dusting and sanitizing tasks of the shop.</li> <li>• Assist with the maintenance of shop window and in-store displays.</li> <li>• Process financial transactions in the shop including sales, receipts, returns, refunds and banking.</li> <li>• Ensure the safety of the workplace by following and communicating CCT health and safety policies and procedures.</li> </ul>

<b>Selection Criteria:</b>	<ol style="list-style-type: none"> <li>1. Demonstrated experience in retail operations.</li> <li>2. Experience in the supervision of personnel (volunteers) in a retail environment.</li> <li>3. Well-developed interpersonal and communication skills with a customer service focus, including the ability to communicate effectively with staff, volunteers and customers at all levels.</li> <li>4. A positive approach to the workplace and demonstrated ability to work unsupervised and to work within a team.</li> <li>5. Accept and endorse the values of CCT with the ability to demonstrate the values of CCT through behaviour, showing commitment to our values and making a positive contribution to team and workplace practices.</li> </ol>
<b>Role Requirements:</b>	<ul style="list-style-type: none"> <li>• Demonstrated retail experience.</li> <li>• Knowledge and experience working in an opportunity shop (desirable).</li> <li>• Satisfactory National Police Check, or the ability to get one.</li> <li>• A commitment to CCT's objectives, including the vision for a tobacco free Tasmania.</li> </ul>

Competency Framework – Retail Assistant			
Personal Attributes		Relationships	
<b>Adapt and Respond to Change</b>		Communicate Effectively	3
Display Resilience	2	Commitment to Customer Service	4
Act with Integrity	4	Influence and Negotiate	2
Manage Self	4	Work Collaboratively	2
<b>Results</b>		<b>Business Support</b>	
Deliver Results	2	Finance	1
Plan and Prioritise	2	Technology	2
Think and Solve Problems	2	Procurement and Contract Management	1
		Project Management	1
<b>Demonstrate Accountability</b>		4 – Highly Advanced 3 – Advanced 2 – Intermediate 1 – Foundational	
People Leadership and Management	2		
Lead, and Develop People	2		
Inspire Direction and Purpose	2		
Optimise Business Outcomes	1		
Manage Reform and Change	1		

It is agreed that these are the primary requirements for the position of the Retail Assistant. However there is an expectation that this position may perform, or learn other duties, as required by Cancer Council Tasmania.

Where the requirements and tasks vary significantly, both parties agree to discuss these variations and draft a new Position Description which reflects agreed variations.

It is understood by both parties that this position description forms an integral part of the feedback process between the employee and their manager therefore the entire document will be considered during any performance assessment.