

# Position Description

## Retail Manager – Clothes4Cancer

**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>	Part Time - 0.8 FTE.
<b>Salary and Conditions:</b>	General Retail Industry Award Retail Employee Level 6
<b>Location:</b>	The role is located at the Clothes4Cancer Opportunity Shop, East Devonport.
<b>Position Summary:</b>	The Retail Manager is responsible for overseeing the day-to-day operations of the Clothes4Cancer Opportunity Shop, ensuring its safe, efficient, and customer-focused functioning. This includes leading and supporting shop staff and volunteers, and ensuring all activities are conducted in accordance with best-practice guidelines, quality standards, and CCT policies and procedures.
<b>Reporting:</b>	<p>This role reports to Cancer Council Tasmania’s Director Corporate Services.</p> <p>The role has direct casual staff reports and provides guidance and support to a team of C4C Retail Assistant volunteers.</p>
<b>Personal Attributes:</b>	<p>The Retail Manager will be an energetic and capable team leader who thrives in a busy, community-focused retail environment. They will demonstrate strong organisational skills, have the ability to multi-task and the initiative to anticipate and respond to operational needs in a timely and proactive manner.</p> <p>This person will bring a collaborative and supportive approach to team management, with the ability to foster a positive and inclusive team culture. They will have well-developed interpersonal and communication skills, enabling them to engage respectfully and effectively with people at all levels — including customers, volunteers, donors and colleagues.</p> <p>They will be confident in using Microsoft Office applications and comfortable learning or working with digital systems relevant to retail operations.</p> <p>The ideal candidate will demonstrate reliability, positivity, and a strong sense of personal responsibility. They will be able to work independently when required, while also contributing productively to the wider team.</p>

<b>Role Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Supervise all shop activities to ensure customer satisfaction, and security and protection of CCT assets.</li> <li>• Coordinate required C4C volunteer and staff recruitment, induction and training to ensure workplace participants follow CCT policies and procedures.</li> <li>• Maintain, plan and organise work for a roster of shop volunteers.</li> <li>• Lead the processing of goods donated for sale, including receipt, selection, sorting and the disposal of unsuitable items.</li> <li>• Coordinate the cleaning and sanitizing tasks of the shop.</li> <li>• Create shop window and in-store displays.</li> <li>• Formulate pricing and ensure sufficient rotation of stock in the shop.</li> <li>• Oversee all financial transactions in the shop including sales, receipts, returns, refunds and banking.</li> <li>• Provide reports relating to sales and banking in an accurate and timely manner.</li> <li>• Ensure the safety of the workplace by monitoring, following and communicating CCT health and safety policies and procedures.</li> </ul>
<b>Selection Criteria:</b>	<ol style="list-style-type: none"> <li>1. Proven experience in retail management, with the ability to manage multiple priorities, respond proactively to operational needs, and meet expectations within required timeframes.</li> <li>2. Demonstrated experience coordinating staff and/or volunteers in a fast-paced environment, ensuring smooth day-to-day operations and a positive team culture.</li> <li>3. Highly developed interpersonal and communication skills, with a strong customer service focus and the ability to engage effectively with staff, volunteers, customers, and community members at all levels.</li> <li>4. Competency in the use of Microsoft Office applications, with the ability to effectively use digital tools to support retail administration and reporting.</li> <li>5. A positive approach to work, demonstrating initiative, reliability, and the ability to work independently as well as collaboratively within a team.</li> <li>6. Alignment with and commitment to the values of CCT, with the ability to model these values through behaviour and contribute positively to the culture, practices, and goals of the organisation.</li> </ol>
<b>Role Requirements:</b>	<ul style="list-style-type: none"> <li>• Demonstrated retail experience.</li> <li>• People management and/or supervisory 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 Manager			
Personal Attributes		Relationships	
<b>Adapt and Respond to Change</b>		Communicate Effectively	4
Display Resilience	3	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	3	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	3		
Lead, and Develop People	3		
Inspire Direction and Purpose	3		
Optimise Business Outcomes	2		
Manage Reform and Change	1		

It is agreed that these are the primary requirements for the position of the Retail Manager. 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.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_  
Retail Manager

Employer Signature \_\_\_\_\_ Date \_\_\_\_\_  
Retail Manager