



# Op Shop Supervisor

## Job Information Pack

This information package includes:

- Employment conditions
- Position description
- Selection criteria
- Application process

### Employment Conditions

---

Employment basis: Permanent full-time role (opportunity for part-time on request)

Hours: 38 hours per week

Remuneration: 60-70K

Commencement: ASAP

#### About Wayside Chapel

Wayside Chapel has provided unconditional love, care and support for people on and around the streets of Sydney since 1964. Each year, thousands of people visit Wayside's two community centres in Kings Cross and Bondi for assistance in gaining equitable access to essential health, welfare, social and recreational services.

Our mission is creating community with no 'us and them'. We do this by breaking down the barriers of judgement and providing a safe place where people from all walks of life are welcome.

**Vision:** Love over hate

**Mission:** Creating community with no 'us and them'

#### **Values:**

*Openness (No secrets):* We have a profoundly simple mission, which is to create a community, and our message and work are undiluted with other agendas.

*Teamwork (No cowboys):* Our goal of creating community is also our method. We work in a collaborative way to invite people out of singular, individual life into the risky and healing place of community.

PATRON:  
Her Excellency the Honourable  
Margaret Beazley AO QC  
Governor of NSW

Pastor/CEO:  
Jon Owen

CALL: 9581 9100  
ABN : 88 125 771 587  
ABN: 77 406 918 553 (Donations)

EMAIL: [mail@thewaysidechapel.com](mailto:mail@thewaysidechapel.com)  
[waysidechapel.org.au](http://waysidechapel.org.au)

Wayside Chapel Kings Cross:  
29 Hughes Street Kings Cross NSW 2011  
Wayside Chapel Bondi Beach:  
77 & 95 Roscoe Street, Bondi Beach NSW 2026

PO Box 66 Potts Point NSW 1335



*Patience (No rush):* We cannot make people change. If we could, we'd be guilty of manipulation of some kind. Instead we are on the lookout for sparks of life, signs that people long for better, and we look to engage and help people move to better days and better health.

*Courage (No complacency):* It takes courage to confront people who've lost hope and invite them into the world of relationships with responsibility. Wayside is not an intensive care unit but an invitation into life and community.

*Respect (No Judges):* People have the right to make their own decisions. People have the right to make bad decisions. People who choose singular misery or even death deserve to have their rights respected. Wayside's mission is not to fix people but to love them and be with them, knowing that if they are really met, they'll really move toward health and life.

**Behaviours:**

*Stand Back:* Recognise that we are each necessary, significant but not central. The mission evaporates when we are central. Take a step back when our emotions are high and cool off. When central, the important thing is how we feel and the most pressing need is to express our feeling. When necessary, significant but not central, in a time of difficulty, the most important thing is to ask "what facts do I not have" and "who can I talk to for reliable clarity".

*Speak Well:* Identify and appreciate the strengths in colleagues. Recognise that every-one's strengths are also their weaknesses, if we look for weakness, we'll find it and if we look for strength, we'll find it. An atmosphere where colleagues are habitually talked up behind their backs will create an unbeatable team.

*Embrace Errors:* Accept when you have made a mistake, that an opportunity to learn is present. Learning is lost when we spend energy covering our arse or blaming others. Nothing is more liberating than the security it takes to admit that your performance did not cover you or the team in glory. Helping each other embrace moments of learning will build a team that can overcome anything.

*Be Kind:* We do an excellent job of being kind with our visitors, lets also be kind with each other. Kindness is implicit in our vision and our mission. Kindness is not a matter of feeling anything but a matter of acting and participating. You might feel uncomfortable but kindness will give the benefit of the doubt or begin an uncomfortable but direct discussion.

## Position Description

<b>Reports to</b>	Op Shop Manager
<b>Direct Reports</b>	Retail Assistants, Trainees (from Wayside's employment pathway program, Wingspan), Volunteers
<b>Location</b>	Kings Cross/Bondi

PATRON:  
Her Excellency the Honourable  
Margaret Beazley AO QC  
Governor of NSW

Pastor/CEO:  
Jon Owen

CALL: 9581 9100  
ABN : 88 125 771 587  
ABN: 77 406 918 553 (Donations)

EMAIL: [mail@thewaysidechapel.com](mailto:mail@thewaysidechapel.com)  
[waysidechapel.org.au](http://waysidechapel.org.au)

Wayside Chapel Kings Cross:  
29 Hughes Street Kings Cross NSW 2011  
Wayside Chapel Bondi Beach:  
77 & 95 Roscoe Street, Bondi Beach NSW 2026

PO Box 66 Potts Point NSW 1335



## **About the Wingspan Project**

The Wingspan Project is Wayside's youth employment pathway. The program supports small groups of youth-at-risk into sustainable mainstream employment. Wingspan operates a three-step model which provides wraparound support to the young people, trains and employs them in Wayside's own social enterprises, and then transitions them into mainstream employment.

## **About the social enterprise**

The Op Shops, located in Bondi and Potts Point, are some of Sydney's most popular second-hand clothes destination, with a curated range of eclectic, fashion leading, quality bargains. The Op Shops are also a social enterprise that function as a key component of Wayside's employment pathway program, Wingspan.

The young people work within the Op Shops to develop skills, gain experience, and develop an understanding of themselves as a worker, and then transition out into jobs of their choosing in the mainstream workforce. The Op Shops are run by a diverse group of people who pride themselves on their supportive and inclusive workplace culture and the exemplary customer experience they provide.

## **Position summary**

The role of the Op Shop Supervisor is a unique and exciting one. As a key role within the social enterprise, the Op Shop Supervisor plays a pivotal part in achieving the commercial and the social-impact targets. On the commercial side, the Supervisor is responsible for overseeing the day-to-day operations of the store and online platforms and for ensuring the stores remain profitable and successful. On the social impact side, the Supervisor is responsible for the training and development of the Wingspan Trainees ensuring continuous progression and utilising each possible experience as an opportunity for growth and development.

The Supervisor is also responsible for providing performance feedback and support to all other staff members and maintaining a supportive and inclusive workplace culture. The Op Shop Supervisor works closely with the Op Shop Manager to achieve both social and commercial targets.

## **Key accountabilities and responsibilities**

The Op Shop Supervisor is responsible for:

### Commercial operation

- Store
  - Oversee store operation and maintenance, including account reconciliation and cash handling
  - Donation management including stock selection, inventory, destination and pricing
  - Lead excellence in customer service

PATRON:  
Her Excellency the Honourable  
Margaret Beazley AO QC  
Governor of NSW

Pastor/CEO:  
Jon Owen

CALL: 9581 9100  
ABN : 88 125 771 587  
ABN: 77 406 918 553 (Donations)

EMAIL: [mail@thewaysidechapel.com](mailto:mail@thewaysidechapel.com)  
[waysidechapel.org.au](http://waysidechapel.org.au)

Wayside Chapel Kings Cross:  
29 Hughes Street Kings Cross NSW 2011  
Wayside Chapel Bondi Beach:  
77 & 95 Roscoe Street, Bondi Beach NSW 2026

PO Box 66 Potts Point NSW 1335



- Lead administration duties including social media enquiries, customer emails and queries and phone calls
- Propose innovative and strategic ideas for promoting the Op shop's commercial business
- Conduct and maintain e-commerce operations and ensure new strategies and best applications are up to date for the website.
- Sales
  - Work closely with Op Shop Manager to achieve commercial objectives and gather appropriate reports
  - Lead store sales and the achievement of sales targets
  - Oversee social media plans and content creation
- WHS
  - Actively promote health and safety, and take reasonably practicable steps to control risks, ensuring a safe workplace for visitors, staff and volunteers

#### Employment pathway, Staff and workplace culture

- Employment pathway
  - Track and assess the professional skills development of Wingspan Trainees
  - Work with Op Shop Manager and Wingspan support team to identify and resolve barriers that are impacting upon the young person's performance at work
  - Inspire a positive work environment by motivating and mentoring staff
  - Lead a workplace training environment where each person feels supported; where diversity is embraced; and where mistakes are viewed as learning opportunities
  - Lead staff in how to give positive reinforcement to trainees and volunteers, and train and upskill them, and how to give critical feedback effectively on the floor
  - Collaborate with Op Shop Manager in developing strategies for effectively managing, training, and developing the young people from Wingspan.
- Staff
  - Manage and foster the professional development of Retail Assistants, Wingspan Trainees, and volunteers
  - Lead strong, positive, and frequent channels of communication between all staff
  - Foster the development of a supportive and inclusive staffing group, with 'no us and them'
  - Lead staff in understanding and navigating workplaces challenges. Support staff to see challenges as opportunities for the learning, growth, and professional development of the team
- Workplace culture
  - Role model professionalism and service excellence in all areas of the Op Shops
  - Build a workplace culture around the values of professionalism, respect, and kindness
  - Lead a 'yes' culture where the workplace adapts continually to the needs of the staff, the customers, and the business
  - Celebrate achievement and growth in the team, and share the successes of the business with all

PATRON:  
Her Excellency the Honourable  
Margaret Beazley AO QC  
Governor of NSW

Pastor/CEO:  
Jon Owen

CALL: 9581 9100  
ABN : 88 125 771 587  
ABN: 77 406 918 553 (Donations)

EMAIL: [mail@thewaysidechapel.com](mailto:mail@thewaysidechapel.com)  
[waysidechapel.org.au](http://waysidechapel.org.au)

Wayside Chapel Kings Cross:  
29 Hughes Street Kings Cross NSW 2011  
Wayside Chapel Bondi Beach:  
77 & 95 Roscoe Street, Bondi Beach NSW 2026

PO Box 66 Potts Point NSW 1335



## Key Performance Indicators

- Commercial operation
  - Exemplary customer service experience in store at all times
  - Stock is managed effectively with good flow and minimal loss
  - Accurate and prompt reporting on sales results, with week/month/yearly comparisons
  - New processes and systems are developed promptly when a new need is identified
  - Staff follow policies, procedures and guidelines
- Staff, workplace culture, and employment pathway
  - Staff are effectively managed with clear communication and feedback
  - Staff moral and motivation is high, and positive professional relationships are maintained between all staff
  - Rapport and a relationship of trust and respect is built with each young person
  - Work-readiness targets are hit, by effectively managing the training and development of each Wingspan Trainee
  - Active contribution to the ongoing development and evolution of the workplace training program
  - Regular performance reviews and feedback to Wingspan Trainees and Retail Assistants

## About the Candidate

To be successful in the role you must be an adaptable and innovative leader, with strong communication skills and the ability to listen actively and to offer critical feedback. You role model professional behaviours and have a positive, authentic, inclusive personality which you bring to work with you every day. You have initiative and can lead and inspire staff and maintain a vibrant workplace culture. You have the ability to negotiate, compromise, and work well with others. You are drawn to challenges and enjoy striving towards targets and creating new innovative methods to reach them. You have an interest in fashion and have a great eye for detail.

You have the openness to work in a diverse, dynamic and changing environment and the ability to maturely navigate and lead others through workplace challenges. You will be both compassionate and strong in your advocacy for and expectation of the young people from the Wingspan Project, as well as all staff and volunteers. You will have an uncompromising belief in the value of each young person, and in their ability to succeed in their employment goals.

## Essential criteria

- Demonstrated experience of 2+ years in managing a team to achieve KPI's and targets, ideally in a retail or customer facing business
- Experience and interest in supporting and working with youth-at-risk or vulnerable people
- Experience in training and development of staff on the job
- Experience and understanding of operating an e-commerce business model
- Strong communication skills and ability to keep communication professional, open and constructive, and mediate conflict as required

PATRON:  
Her Excellency the Honourable  
Margaret Beazley AO QC  
Governor of NSW

Pastor/CEO:  
Jon Owen

CALL: 9581 9100  
ABN : 88 125 771 587  
ABN: 77 406 918 553 (Donations)

EMAIL: [mail@thewaysidechapel.com](mailto:mail@thewaysidechapel.com)  
[waysidechapel.org.au](http://waysidechapel.org.au)

Wayside Chapel Kings Cross:  
29 Hughes Street Kings Cross NSW 2011  
Wayside Chapel Bondi Beach:  
77 & 95 Roscoe Street, Bondi Beach NSW 2026

PO Box 66 Potts Point NSW 1335



- Ability to build rapport with diverse types of people, and be openly non-judgmental, considerate, respectful, and kind

#### Desirable skills

- Knowledge, study, or work experience related to mental health in the workplace
- Experience managing social media platforms and running social media campaigns
- Knowledge of fashion, brands, pricing and quality
- Familiar with MS Office products including Word, Excel, Outlook and PowerPoint as well as e-commerce sites such as Shopify

#### Additional Information

- All offers of employment are subject to a satisfactory Criminal History Check and provision of a valid Working with Children Check prior to commencement.
- This position description and associated information should not be considered as comprehensive in its description of responsibilities, criteria or outcomes. It is indicative of the position. The op Shop Supervisor can and will be asked to undertake duties within their competencies, skills and abilities and training that may not be mentioned in this document.
- The Op Shop Supervisor should be aware that their position within Wayside Chapel is dynamic. Wayside Chapel expects continuing development, change and improvement of processes, practices, knowledge and skills

## Application Process

---

Applicants should apply via the application link in the job ad. They should include a copy of their resume and a cover letter that outlines how your skills and experience meet the job requirements.

Applications close on **26 August 2021**, but please note that applications will be assessed as they are received and the role will be filled as soon as the right candidate is found.

Applicants with a disability should inform the convenor of the selection panel of any special requirements upon contact to arrange an interview

PATRON:  
Her Excellency the Honourable  
Margaret Beazley AO QC  
Governor of NSW

Pastor/CEO:  
Jon Owen

CALL: 9581 9100  
ABN : 88 125 771 587  
ABN: 77 406 918 553 (Donations)

EMAIL: [mail@thewaysidechapel.com](mailto:mail@thewaysidechapel.com)  
[waysidechapel.org.au](http://waysidechapel.org.au)

Wayside Chapel Kings Cross:  
29 Hughes Street Kings Cross NSW 2011  
Wayside Chapel Bondi Beach:  
77 & 95 Roscoe Street, Bondi Beach NSW 2026

PO Box 66 Potts Point NSW 1335