



Op Shop Retail Assistant

Job Information Pack

This information package includes:

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

Employment Conditions

Employment basis: Casual

Remuneration: General Retail Industry Award – Retail Employee Level 2

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

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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

Reports to	Op Shop Manager
Location	Kings Cross/Bondi

About Wayside's Op Shops

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.

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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 Op Shop Retail Assistant supports the Op Shop supervisor in achieving the commercial and social impact targets of the Wayside Chapel's opportunity stores, located at North Bondi, Kings Cross and Online.

The Retail Assistant is an integral part in ensuring the store reaches daily and weekly sales targets, in order to remain profitable and successful as well as the day-to-day operations. The Retail Assistant also provides support and assists in the training and development of the Wingspan Trainees. You will have a desire and strong understanding for working with youth who face disadvantages.

Key accountabilities and responsibilities

Commercial operation

- Store
 - Maintain store operation and maintenance, including daily reconciliation and cash handling.
 - Donation sorting including stock selection, inventory, destination and pricing
 - Demonstrate excellence in customer service
 - Assist with administration duties including customer emails and queries and phone calls
- Sales
 - Work closely with Op Shop supervisor to achieve daily and weekly commercial objectives.
 - Provide reflective reporting on daily sales and reconciliation to supervisor
- WHS
 - Actively promote health and safety, and take reasonably practicable steps to control risks, ensuring a safe workplace for visitors, staff and volunteers
 - Comply with legislation and all Wayside WHS policies/procedures and instructions, reporting any hazards or safety issues and performing all tasks in a manner which guards against risk to self and others within the workplace.

Workplace culture, and employment pathway

- Workplace culture
 - Demonstrate a workplace culture based around the values of respect, kindness, and dignity
 - Role model professionalism and service excellence in all areas of the Op Shops

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- Contribute to 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.

- Employment pathway
 - Inspire a positive team environment by motivating and supporting staff
 - Assist in creating a workplace training environment where each person feels supported; where diversity is embraced; and where mistakes are learning opportunities
 - Be present and observant of other staff, Wingspan Trainees, and volunteers, and strive to catch every moment to positively reinforce good performance, or to provide critical feedback
 - Actively report feedback of the professional skills development of Wingspan Trainees

Key Performance Indicators

- Commercial
 - Track and report sales results daily and monthly to ensure positive commercial growth
 - Provide exemplary customer experience in store
 - Continuously develop and provide systems to drive retail performance
 - Effectively maintain stock – ensure stock flow and minimize loss
- Training and progression of Wingspan Trainees
 - Effectively build rapport and professional relationship of trust and respect with each young person
 - Assist with the professional skill development and progression of each Wingspan Trainee – ensure work-readiness targets are hit
 - Contribute meaningfully to the ongoing development and evolution of the workplace training program

About the Candidate

You encompass a positive, authentic, inclusive personality with strong communication skills and the ability to actively listen and offer critical feedback. You role model professional behaviours and continuously strive to up lift and support the people around you.

You are an adaptable and innovative person with the ability to negotiate, compromise, and work well with others. You have the openness to work in a diverse, dynamic and changing environments and the ability to maturely navigate workplace challenges. You will have an uncompromising belief in the value of each young person, and in their ability to succeed in their employment goals.

Selection Criteria

- Experience in a retail or customer facing business
- Creative flare for fashion

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- Experience work with, or a strong understanding of working with youth who face disadvantage
- Familiarity with MS Office products including Word, Excel, Outlook and PowerPoint as well as e-commerce sites such as Shopify
- Familiarity and interest for social media content creation

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 Retail Assistant 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 Retail Assistant 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 will be assessed as they are received so **please apply right away!**

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

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