Presbyterian Support Otago

Position Description

Proposed Volunteer Coordinator

Mission

We walk with people across the generations to create together places to live, learn, and thrive. We call out injustice and advocate for positive social change.

POSITION PURPOSE AND PRIMARY OBJECTIVES

Purpose

Effectively and collaboratively lead the day-to-day operations of Presbyterian Support Otago's retail shop, OpShopSocial, while coordinating and developing a positive and effective volunteer programme that enables volunteers to contribute meaningfully to the shop, PSO's services, communities and organisational mission.

Primary Objectives

- To lead, support and develop a high-performing team of volunteers on the shop floor, to achieve daily/weekly/seasonal and financial objectives.
- To coordinate the recruitment, induction, placement and ongoing support of volunteers, ensuring their skills and availability align with the needs of the shop.
- To competently utilise eComms and social media platforms to promote and sell products, and generate customer engagement
- To generate sales and donations through excellent customer service and via a collaborative and productive partnership with the Retail Manager, other staff and volunteers.
- To maximise the value of donations through good knowledge of brands, clothing, fashion, trends and collectables.
- To lead the team in the development of an attractive, evolving and contemporary destination retail experience.
- To champion conscious consumerism, ethical shopping, sustainable fashion and the prevention of unnecessary landfill waste.
- Help cultivate a positive culture of inclusivity and teamwork, with a willingness to work hard and take the initiative.
- To lead and manage shop operations in the Retail Manager's absence, ensuring service continuity and supporting shop or warehouse roles as needed.

Accountability	Expected Outcomes / Key Performance Indicators
Daily Operations	• Open and close the shop securely. Monitor customer/staff/volunteer behaviour, report anything suspicious immediately to the Retail Manager. • Manage the cash register and EFTPOS accurately, settle and balance daily takings, and complete banking administration. • Maintain safety standards on the shop floor through compliance with all aspects of Health & Safety legislation and risk management/mitigation. • Research, list and monitor items of value on eComms sites; generate and post social media content to promote the shop/products and engage customers and donors • Display stock to make the store look neat and inviting. Displays are creative, attractive, and regularly rotated to keep the customer experience fresh. • Achieve and maintain a high standard of housekeeping, organisation and cleanliness throughout the retail store. • Process sales in compliance with PSO policies. Retail operates a one price/one system for all. There are no staff/volunteer discounts, mate's rates, partner discounts, early-access or off floor/back-room sales. • Ensure appropriate volunteer coverage and support to maintain effective daily shop operations.
Volunteer Support	• Lead, train and direct volunteers in best-practice retail. Supervise and communicate effectively, explain processes, answer questions, and clearly convey information and product knowledge to volunteers to support daily/weekly/monthly objectives and financial targets. • Actively foster a positive team ethos with volunteers, where people are recognised for their contribution, and feel valued and appreciated. • Support volunteers to develop confidence and skills and take an active role in sustainability, reuse and slow(er) fashion. • Achieve continuity and an efficient and consistent workflow. • Regular collaborative meetings are held with the Retail Manager and other Volunteer Co-ordinators to ensure objectives are shared. • Coordinate volunteer participation, including allocation of volunteers to appropriate tasks and supporting effective use of their skills and availability.

Stock & Donations	• All shop donations are transferred efficiently and safely into the warehouse for processing. • Every donor has a positive experience with PSO retail staff and volunteers when donating; they feel appreciated, acknowledged and are treated with respect and integrity. • Donor and donation stories are encouraged, treasured and shared with Retail Managers, staff, volunteers, and our wider social media community. • Items of significant value (>$100), rarity (antique), and jewellery are stored securely, and the Retail Manager is notified. • Stock is checked for damage, stains, or safety issues before being put out on the shop floor. • Goods are priced in accordance with PSO retail policy and procedures. The quality and value of goods are accurately researched, assessed and priced accordingly. • Support volunteers to develop knowledge of stock, brands, quality and value to maximise the return from donated goods. • Recycle or dispose of unsellable items properly.
Customer Service	• Greet every customer and donor when they enter the shop. • Provide friendly, helpful and individual customer service, such as assisting with garment selection and sizing, and suggestions for additional suitable items. • Maintain knowledge of what stock is on hand, both on the shop floor and in the storage area, to identify opportunities to make 'add-on sales' as appropriate. • Promote stock, sales or special events in the shop, timed to take advantage of community and market activities such as the commencement of the academic year, arrival of cruise ships, Christmas etc. Contribute ideas and encourage volunteers to participate in appropriate community engagement and promotional activities. Capture and provide engaging local content for approved PSO social media channels, including new stock, interesting donations, volunteer contributions, sustainability initiatives and shop activities, in accordance with PSO guidelines and relevant consent requirements. • Handle complaints in a calm and polite way. Support and respond appropriately to volunteer concerns or issues, escalating where required. • Always be an ambassador for Presbyterian Support Otago, ensuring our store is inclusive, helpful and welcoming to a wide range of customers.

Volunteer Coordination & Engagement	• Support the recruitment, induction and placement of volunteers in consultation with the Retail Manager and relevant teams. • Ensure volunteers understand their roles, responsibilities, relevant policies and Health & Safety requirements. • Maintain appropriate volunteer information, attendance and participation records. • Provide regular communication and feedback to volunteers and identify opportunities to improve their experience and contribution. • Recognise and acknowledge volunteer contributions and encourage a culture of participation and belonging. • Identify and escalate volunteer performance, wellbeing, conduct or operational concerns where appropriate. • Support volunteer continuity and engagement to meet the changing operational needs of the shop.
Other Duties	• Other duties may be reasonably requested by your manager from time to time. These will always be discussed and agreed in advance.
Expectations of all PSO Kaimahi	
Communications / Interpersonal relationships	• Develop and maintain positive and collegial relationships. • Communicate verbally and in writing, at a high standard, using language and approach that is relevant and appropriate to the audience.
Performance development and learning	• Engage proactively with the personal development and review process. • Establish personal and professional development goals and objectives. • Take responsibility for your own ongoing education and skills required in your role.
Continuous improvement	• Make recommendations for improvement to services, work practices and/or workflow.
Health and Safety *PSO is committed to achieving the highest level of health and safety for its kaimahi and everyone has health and safety responsibilities.*	• Actively support and comply with H&S policy and procedures. • Identify, report and where appropriate resolve issues that may cause harm to yourself or others in the organisation. • Contribute to a safe workplace by raising concerns early with your colleagues, thanking those that raise concerns with you and speaking up when you notice something that might lead to abuse or neglect of those in our care. • Work safely and actively participate in health and safety programmes in your work area. • Report all accidents or potential hazards to your direct line manager.

Te Tiriti O Waitangi / The Treaty of Waitangi *PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.*	• Give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.

Relationships	
Reports to: Retail Manager	**Direct Reports:** Volunteers
Internal Relationships: Retail Manager (critical) PSO Drivers Other PSO staff Volunteers	**External Relationships:** Customers Donors Potential Volunteers Tradespeople Local dealers & businesses

Person Specifications

Qualifications/Skills/Experience/ Knowledge

- A proven track record of working in a management and leadership role within the Retail sector.
- Relevant experience in recruiting, inducting, training, rostering and supervising volunteers, including volunteers with varying skills and abilities.
- Understanding of Retail shop operations, particularly around maximising return on donated goods.
- Demonstrated ability to use technology to research, assess and price items for sale, including high-value or specialist items.
- Experience using e-commerce platforms and social media to promote and sell products and generate customer engagement.
- Ability to demonstrate strong planning, organisational skills, and the ability to manage competing priorities effectively.
- Proven competence in managing day-to-day financial requirements, including cash handling, EFTPOS, banking and basic financial administration.
- Proven competence in financial management and reporting.
- Ability to use social media platforms and create content to generate engagement.
- Possess highly developed interpersonal skills.
- Be able to communicate clearly both orally and in writing.
- Have the ability to work independently and as part of a small team.
- Ability to work flexibly across the required Monday to Saturday operating hours and commit to the hours necessary to meet the needs of the role.

Personal Qualities

- Relates readily and respectfully to others, builds effective relationships, understands their significance to the organisation, and demonstrates trustworthiness, honesty and discretion.
- Demonstrates commitment to teamwork and our 'one team' philosophy, where individual teams work together but are also part of the collective team.
- Demonstrates reliability, punctuality and accountability, recognising the importance of consistent attendance to maintaining operational continuity.
- Practises relevant interpersonal and written communication so that others are informed, involved, respected, and valued.
- Demonstrates commitment to being 'of service' to our people both inside and outside our

organisation, supporting them and making a positive difference for them.

- Demonstrates adaptability and a willingness to respond positively to changing operational requirements and priorities.
- Reflects on own behaviour and its impact on others, and demonstrates confidence in own ability and ideas, while being prepared to overcome challenges positively.
- Manages personal ability to meet job outcomes effectively, is accountable, punctual, and maintains an appropriate level of personal presentation.
- Learns from experience and shares knowledge, suggests, or implements improvements appropriately and seeks opportunities for self-development and career enhancement.
- Uses sound judgement and a systematic approach to problem-solving and responds well to change.
- Demonstrates commitment to PSO's mission, values, inclusivity and positive team culture.
- Demonstrates the necessary retail expertise to carry out the position's responsibilities and deliver on key accountabilities both professionally and effectively.

Physical Requirements

This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing, balancing, crouching, squatting and other reaching.

Working Together

Our Work

- **We are person centred in our organisation.**
- **We strive always to do better, to work hard and to the best of our ability.**
- **Each person knows they make a difference and they feel valued because of this.**

Our Organisation

- **We are committed to delivering on the organisation direction and values.**
- **We are responsible and accountable for our actions and behaviours.**
- **We are committed to positive, proactive leadership.**
- **Each person is empowered to succeed, with the orientation and ongoing support needed.**
- **Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, and annual appraisals.**

Our Team

- **We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.**
- **We hold each other accountable by giving and receiving constructive feedback.**
- **Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.**
- **We affirm each person as a valued member of the team by giving each other positive reinforcement.**

Values

Founded in our Christian faith we act with the values of integrity, respect, courage, manaaki and aroha.