



Job Title	Inventory & Donations Lead (Fixed Term)
Service	Retail
Location	127 Symonds Street, Auckland CBD, Auckland 1010.
Reports to	Manager Retail and Enterprise
Direct reports	Donations & Sorting Volunteers
Key Relationships	<p>Internal</p> <ul style="list-style-type: none"> • Mission Social Enterprise & Retail • Finance • Communications • Shop Managers • Drivers • Volunteers <p>External</p> <ul style="list-style-type: none"> • Donor organisations including retailers and wholesale partners (to be established) • Individual Donors

Job Purpose
<p>The purpose is to ensure the profitability of retail outlets through timely provision of appropriately priced and positioned quality products to store. To develop and deliver an efficient and effective inventory management and pricing system designed to deliver increased profitability through optimisation of product sourcing and supply, and reduction in waste. To develop appropriate systems to enable the effective management and analysis of COGS (cost of goods sold) and profitability.</p>
Service
<p>The retail stores are part of our Social Enterprise Strategy, strategically located to provide a variety of shopping opportunities, as well as e-commerce. Supplied by individual and organisation donations our stores are full of hidden gems from all eras and seasons. Including a selection of pre-loved goods, from men's and women's clothing and accessories, bric-a-brac, books, music and more.</p>

Key Responsibilities

Inventory Control

- Overall responsibility stock management and control protocols.
- Sourcing of key products (driven by store need) at the right time and ensuring retail outlets maintain a healthy supply of products.
- Implement and maintain an accurate and accessible inventory management system
- Ensure the storage, sorting and distribution areas and systems are optimised for the easy identification of products and gaps in the stock
- Ensuring Retail Managers have access to current and future inventory, can efficiently place orders and monitor deliveries
- Establish and maintain a regular delivery schedule to retail outlets
- Establish processes to minimise waste including but not limited to visible mending, cleaning, recycling, and repurposing donations and packing materials

Supplier Relationship Coordination

- Support the Manager Retail and Enterprise to establish and maintain strong relationships with key suppliers
- Ensure Retail Outlets have supplies of all necessary consumables, including but not limited to tape, stationary, price tags, packing materials, bags etc
- Explore new revenue opportunities and diverse product offers for consideration.

Volunteer Liaison & Coordination

- Liaise with the Volunteer Services Manager ensuring a regular supply of volunteers to assist with the receipt, pricing, placing and allocation of products to the most appropriate retail outlet
- Maintain a Volunteer Network for the inspection and evaluation of unique or potentially high value products (ref Researching & Pricing products)
- Induct all Volunteers in the appropriate processes including Health & Safety
- Ensure volunteers hours are recorded with the Volunteer Services Manager
- Monitor volunteer feedback and recommendation of improvements to the Manager Retail and Enterprise.

Donation (Bulk & Individual) Quality Control

- In partnership with Manager Retail and Enterprise support the initiation of the Marketing & Communications Team retail marketing calendar to drive public calls for key and seasonal products
- Establishing a process for receiving and reviewing incoming donations to ensure only fit for market goods are accepted.
- Monitoring incoming donations to maintain high quality and minimising waste

Researching & Pricing Products

- Establish & maintain a pricing framework for high volume products, e.g., clothes valued a \$5, \$10 or \$20 respectively in partnership and consultation for store managers.
- Research and identify minimum prices for products with a value higher than the maximum of the pricing framework in consultation with store managers.
- Based on feedback from the Volunteer Network for the inspection and evaluation of unique or potentially high value products (ref Researching & Pricing products) set expected minimum prices prior to distribution to retail outlets

- Seek feedback from store managers on the sales/customer response to pricing vs quality/quality of products and iterate accordingly (in consultation with Manager Retail and Enterprise).

Essential Skills

- Excellent record-keeping
- Pays close attention to detail
- Strong computer skills, especially in Excel and database report queries
- Strong analytical, verbal, mathematical and written communication skills
- Team Oriented – Ability to work well with others
- Communicates clearly and effectively
- Exhibits excellent customer service skills
- Manages time effectively
- Works well with a team
- Possesses broad knowledge of retail product; price and positioning strategies
- Exhibits strong problem-solving skills
- Possesses physical strength necessary to lift and move inventory

Experience and Qualifications

- Stock/Inventory Management software – essential
- Inventory management - essential
- Team Leadership in particular leadership of Volunteers – essential
- Price and Positioning – ideally of retail products – to deliver profitability - essential
- Retail experience – desirable
- Networks across retail and consumer brands - desirable