

Retail Manager

Purpose of the Position:

To effectively manage the operations of the Trade Aid store whilst upholding the objectives of the Trade Aid movement.

Reports To:

Trust

Prime Relationships:

Internal: Trust, Staff, and Volunteers

External: Customers. National Retail Manager, General Manager TAI

Duties and Responsibilities	Key Indicators of Desired Performance
<p>Provide staff and volunteers with leadership consistent with the Trade Aid Charter.</p> <p>Supervise and coach the performance of staff and volunteers.</p> <p>Ensure there are effective, documented systems for the management and reporting of operations including;</p> <ul style="list-style-type: none">• Stock Management• Sales• Cash Handling• Managing Staff and Volunteers• Merchandising and Display• Customer Service• Administration and Accounts.	<p>Manager ensures the needs of Staff and Volunteers are being met for effective working relationships within the store. Specifically everyday practices should exemplifying –</p> <ul style="list-style-type: none">• Respect and support for achieving their personal and professional aspirations.• The creation and maintenance of a healthy and safe workplace.• Working cooperatively to encourage participation.• A true understanding of the broader issues affecting Trade Aid trading partners• The promotion of fair trade. <p>Understands the needs and expectations of the Trust.</p> <p>Systematically monitors delivery of role and responsibilities against the specific needs and expectations of those for whom they are intended, (the Trust, Staff, Volunteers, TAI General Manager) and makes continual incremental improvement to services on own initiative.</p> <p>Communicates honestly, openly and respectfully, with the Trust, staff and volunteers.</p> <p>Provides methodical feedback to staff and volunteers on the performance of their roles and performance of their operations. Staff and volunteers experience this feedback as timely, helpful, encouraging and constructive.</p> <p>Keeps staff and volunteers aware of those aspects of the store plans and of modifications to them, that are relevant to their roles.</p> <p>Shop performance steadily increases (generally) towards set targets.</p> <p>Follows and is up-to-date with international retailing trends having implications in New Zealand, including attitudes to fair trade, promotion of alternative ethical brands and concepts.</p>

	<p>Consistently maintains in-store merchandising and window displays to standards set by TAI and mutually agreed as priorities for achievement.</p> <p>Manages and maintains stock to the guidelines set by TAI.</p> <p>Customers' experience of visiting or shopping at the store report a consistently welcoming, relaxed, fun and professional environment.</p> <p>Recruits and maintains a sufficient supply of volunteer staff.</p> <p>Provides staff with systematic performance development: continual on the job training, methodical coaching support and performance reviews, and records or helps them to record their performance development plans.</p> <p>General administration and accounting systems are maintained and delivered to the standards set by the Trust and TAI.</p>
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Duties and Responsibilities to the Organisation	Key Indicators of Desired Performance
<p>A: Performance and Growth</p> <p>Increasing our ability to build just and sustainable communities through fair trade depends on increasing sustainable business with our Trading Partners. We aim to take every existing possible opportunity for growth in our trade with them, to extend and create further possibilities wherever we can.</p> <p>To these ends all Trade Aid position-holders have an duty to strive for continuously improved performance reflected in reputation, turnover, savings, profit, and our capability and capacity (both individual and collective).</p>	<p>A: Performance and Growth:</p> <p>Takes responsibility for promoting Trade Aids principles and purposes in own behaviours at all times.</p> <p>Works methodically, accurately and efficiently.</p> <p>Sets standards of excellence for own work and work projects, and systematically monitors and reports on own progress against them.</p> <p>Takes every opportunity to identify and to make or recommend continual improvements to own individual performance and the collective performance.</p> <p>Plans and manages own tasks and workload methodically.</p> <p>Completes tasks on time and to the standard required.</p> <p>Distinguishes and prioritises amongst competing workload issues, the important tasks whose completion is likely to avoid crises arising from the accumulation of important tasks which have become urgent and last-minute.</p> <p>Is controlled and methodical when challenges or problems are encountered.</p>
<p>B: Customer Focus and Continuous Improvement</p> <p>We are, each and all of us, both suppliers and customers. The prime measure of whether or not we are providing an appropriate quality of service for our customers is our customers' answer to that question.</p> <p>In other words, whatever our own view of the quality of our services, it is in fact defined by the customers' perception of it and that is our reference-point for making quality improvements. Trade Aid is, however, also driven by principle and all quality improvement efforts must be consistent with our principles. It could be said that we are a principles-led and customer-informed organisation.</p>	<p>B: Customer Focus and Continuous Improvement</p> <p>Knows who own customers are both within and outside of the organisation.</p> <p>Develops constructive, congenial relationships with the customers.</p> <p>Understands the needs and expectations the customers have in relation to performance of own role.</p> <p>Communicates with all customers honestly and respectfully</p>
<p>C: Support and Development</p> <p>As a just world depends on understanding the lives and broad issues other people face, and on respecting and supporting them with those issues and their aspirations, so too, within Trade Aid.</p> <p>As part of respecting and supporting the Trade Aid Store community of staff and volunteers, we do all that we can within the bounds of our Charter and Purpose to understand their needs and aspirations, and develop their potential.</p>	<p>C: Support and Development</p> <p>Takes every opportunity to participate in training offered and actively seeks to develop own competencies and skills.</p> <p>Communicates clearly with other members of staff to ensure others understand what is said.</p> <p>Listens carefully to others, to ensure that they experience themselves as heard and understood.</p> <p>Takes account of the needs of others in all that is done.</p> <p>Regularly acknowledges and affirms the work and efforts of others.</p>

Duties and Responsibilities to the Organisation	Key Indicators of Desired Performance
<p>D: Health and Safety</p> <p>As part of improving the lives of all those with whom we come in contact, we strive for healthy and safe workplaces in which people experience themselves as valued and respected, for both our Trading Partners and everyone within the local Trade Aid community.</p> <p>We interpret “health” as including “wellbeing”, and “safe” as including emotional and cultural safety.</p>	<p>D: Health and Safety</p> <p>Is sensitive to the emotional and cultural safety of others.</p> <p>Treats others in a respectful manner.</p> <p>Routinely gives constructive feedback.</p> <p>Behaves courteously to others in the course of own work.</p> <p>Actively participates in maintaining a safe and healthy work environment.</p> <p>Consults, collaborates and cooperates with Trading Partners and Store staff to contribute to a sense of shared purpose, interdependence, support and teamwork.</p>
<p>E: Cooperation and Participation</p> <p>Just and sustainable communities depend on commitment to cooperation and participation. We strive for the maximum possible involvement in Trade Aid decisions of those who are or may be affected by them and access to full information about their consequences, as part of maximizing the levels of commitment to those decisions of all concerned.</p> <p>Where full involvement is impractical or impossible we provide all who are affected by decisions and plans the right to know the basis on which they were made, and ready access to that information.</p>	<p>E: Cooperation and Participation</p> <p>Takes an active part in the decision making process.</p> <p>Takes an interest in what is happening and keeping well-informed on current issues.</p> <p>Passes on information that informs and helps others.</p> <p>Offers help willingly to others.</p> <p>Takes an active part in social functions.</p>

Variation of Duties

These responsibilities are not necessarily exhaustive. From time to time it may be necessary to change the position requirements in response to the changing nature of our work or work environment.

Such changes may be initiated as necessary by the person to whom this position reports and will be discussed with you. Where necessary the job will be re-negotiated and this Position Description re-written.

Appraisal Process

An appraisal will take place annually. The purpose of the appraisal will be to:

- Assess your performance over the past year with reference to your position description and Trade Aid’s organisational drivers.
- Follow up on development needs and plans to achieve them.
- Focus direction and activity for the next period.