



## **POSITION DESCRIPTION**

**Opportunity Shop Manager**

**St Barnabas**

**Ngongotaha, Rotorua**

**Anglican Diocese of Waiapu**

**Position:** Opportunity Shop Manager, St Barnabas

## The Organisation:

The Diocese of Waiapu is in the North Island of Aotearoa / New Zealand and is named after the river which runs from the Raukumara range down through the Waiapu Valley to the sea near East Cape. The Waiapu River was a rich source of life in this region of Tairāwhiti and it was in this valley that the Gospel was first introduced.

Waiapu's twenty-five parishes cover three regions and some thirty-nine thousand square kilometres of the eastern and central North Island of Aotearoa New Zealand.

The West Rotorua Parish is in Ngongotaha, (Māori: Ngongotahā), a town on the western shores of Lake Rotorua in New Zealand's North Island. It is located 10 kilometres northwest of Rotorua city and is often regarded as an outer suburb of the larger centre.

The St Barnabas Opportunity shop plays an important role as an outreach to the community. It offers hospitality - is warm and welcoming to all - and offers clothes and goods at very reasonable prices.

**Coverage:** This is a part-time position of 25 hours per week based in Ngongotaha

**Position reports to:** Parish Wardens and Op Shop Management Team

**Direct reports:** Opportunity shop volunteers

## Relationships

## Internal

Parish Wardens  
Parish Council  
Parish Administrator  
Volunteers

## External

Community Organisations  
Members of the public

## Job Purpose

To provide active day to day operational and strategic management of the Opportunity Shop including the recruitment and training of volunteers.

## Quality

- Accurately complete tasks within agreed time frames
- Comply with legislative procedures and standards
- Schedule work and resources to ensure maximum output of work
- Maintain skills and competence to maximise efficiency and meet performance expectations

## Teamwork

- Provide support to members of the wider team
- Work co-operatively as an effective member of the team
- A team culture is promoted and fostered consistent with Anglican values

PRINCIPAL ACCOUNTABILITIES	STANDARDS OF MEASURE/EXPECTATION
Operational Opportunity Shop Management	<ul style="list-style-type: none"><li>• Day to day management and maintaining a regular presence at the shop. Hours are flexible, but must include Mondays</li><li>• Merchandising to maximise sales through the shop</li><li>• Sorting of donations and pricing</li><li>• Developing positive encounters with customers</li><li>• Ensuring budgets and objectives are achieved.</li><li>• Oversight of the shop layout</li><li>• Record of maintenance requirements and action in consultation with the Management Committee</li></ul>
Staff Management and Teamwork	<ul style="list-style-type: none"><li>• Coordinating rosters and ensuring coverage where sickness and leave alters the current roster</li><li>• Motivating and leading teams of Volunteers</li><li>• Allocation of tasks and activities of self, volunteers and ensuring they are performed consistently to a high standard</li><li>• Constructive workplace relationships are maintained at all times</li><li>• Team members are assisted and supported to complete their tasks as required</li><li>• Recruitment, selection and training of new Volunteers, as per Diocese Recruitment Policy.</li></ul>

PRINCIPAL ACCOUNTABILITIES	STANDARDS OF MEASURE/EXPECTATION
Administration	<ul style="list-style-type: none"> <li>• Purchase of budgeted items such as morning tea supplies, stationery/cleaning products.</li> <li>• Maintain the roster and staff/volunteer contact lists</li> <li>• Ensure records of expenditure</li> <li>• Oversee reconciliation of tills</li> <li>• Preparation of a monthly report for Parish Council</li> <li>• Coordinate with Parish Administrator as necessary</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>• Compliance with health and safety procedures and the Health and Safety in Employment Act is maintained</li> <li>• Any accidents or incidents are recorded in the book and reported monthly to the committee.</li> <li>• Organise an emergency evacuation drill on a regular basis</li> <li>• Hazards are managed effectively at all times</li> <li>• Maintain up-to-date first aid certificate (Parish funded)</li> </ul>
Perform other duties as required	<ul style="list-style-type: none"> <li>• Other duties are performed as required in accordance with operational requirements</li> <li>• Flexibility and willingness to perform a variety of tasks is demonstrated</li> <li>• Standards and procedures are adhered to at all times</li> </ul>

PERSON SPECIFICATION
<p><b>Experience, Knowledge and Skills required</b></p> <ul style="list-style-type: none"> <li>• Proven successful experience in a retail leadership or sales role</li> <li>• Ability to set up general administrative systems to track general processes</li> <li>• Proven relationship building and customer service skills</li> <li>• Proven ability to work effectively in a team environment</li> <li>• Proven time management skills and ability to largely self-manage</li> <li>• A high level of written and verbal communication skills, including a warm and friendly manner</li> </ul> <p><b>Personal Attributes</b></p> <ul style="list-style-type: none"> <li>• Commitment to work within Anglican values and principles</li> <li>• Proactive self-starter</li> <li>• Strong people and customer service orientation</li> <li>• Ability to work without supervision</li> <li>• Ability to work as an effective member of a team</li> <li>• Flexible, adaptable and a positive thinker</li> <li>• Effective planning and organisation abilities</li> <li>• Positive 'can do' attitude</li> <li>• Responsible, trustworthy, reliable and proactive</li> </ul>