

Reports to	CEO	Department	Animal Retail Centres
Location	Hobart	Salary	\$60-70K TBC
Term	<b>Full time, with some flexibility</b> <b>Fixed term contract 01/04/21 – 31/12/2021</b> There may be the option of exploring a permanent position at the expiry of this contract.		

<b>Role purpose</b>
This role is a newly created one designed to establish and drive a strong retail culture in our Animal Retail Centres.
<b>Key responsibilities and duties</b>
<ul style="list-style-type: none"> <li>• Coaching and developing team members in order to support their growth and development</li> <li>• Developing, managing and monitoring divisional sales targets and KPIs</li> <li>• Managing all aspects of our retail business, including visual merchandising, stock management and other operational processes and maintaining store presentation standards</li> <li>• Supporting and growing organisational brand awareness</li> <li>• Developing partnerships with suppliers and business partners</li> <li>• Working co-operatively with peers in other RSPCA member societies</li> <li>• Working as part of our Executive Team to achieve overall organisational goals and operational targets</li> </ul>
<b>Work experience and skills</b>
<ul style="list-style-type: none"> <li>• Experience in a supervisory or management position within the retail industry</li> <li>• Experience in leading and motivating an operational team working across several locations</li> <li>• Demonstrated practical experience in retailing, delivering exceptional customer experiences, and in understanding of customer purchasing drivers and trends</li> <li>• Demonstrated effective communication, negotiation, conflict resolution and relationship management skills, with a proven ability to work effectively as part of a team and cooperate with a wide range of stakeholders</li> <li>• Proficiency in the use of both general office software programs and industry-specific software systems</li> <li>• Above average attention to detail and strong time management skills</li> </ul>
<b>Qualifications - preferred but not essential</b>
<ul style="list-style-type: none"> <li>• Certificate IV in Retail Management or Certificate III in Retail</li> <li>• Tertiary qualifications in business or management</li> </ul>
<b>Other Requirements</b>
<ul style="list-style-type: none"> <li>• Current driver's licence</li> <li>• We may require police and working with vulnerable people checks before commencement of work</li> </ul>
<b>Key Stakeholders</b>
<b>Internal</b> - CEO, Executive Team, ARC team members, other team members <b>External</b> - Customers, suppliers, business partners, members and supporters

## RSPCA Tasmania

### **RSPCA Tasmania Vision:**

- A Tasmania where all animals are treated with respect and kindness.

### **RSPCA Tasmania Mission Statement:**

- Helping Animals | Enlightening People | Changing Lives

### **The objectives of the RSPCA in Australia are:**

- To prevent cruelty to animals by ensuring the enforcement of existing laws at federal and state level.
- To procure the passage of such amending or new legislation as is necessary for the protection of animals
- To develop and promote policies for the humane treatment of animals to reflect contemporary values and scientific knowledge.
- To educate the community with regard to the humane treatment of animals.
- To engage with relevant stakeholders to improve animal welfare.
- To sustain an intelligent public opinion regarding animal welfare.
- To operate facilities for the care and protection of animals.

These objectives are supported by a federation of RSPCA Member Societies across Australia, and a National Council.

### **Workplace Health and Safety:**

- We believe that our organisation should be a comfortable and safe environment that encourages team members to work to their full potential
- We are committed to high standards of performance in respect to Workplace Health and Safety.  
All employees are expected to participate in maintaining safe working conditions and practices. This includes reporting all hazards, conducting regular workplace inspections, and adhering to WH&S policies and procedures.

## Expectations

It is expected that all RSPCA Tasmania employees will:

- Contribute to a positive workplace culture by embracing and aligning conduct with RSPCA Tasmania's Values and Behavioural statements.
  - Compassion – we are empathetic, caring and considerate.
  - Courage – we are brave and determined to stand by our principles.
  - Integrity – we are ethical, honest and transparent with ourselves, our supporters and the community.
  - Leadership – we are the driving force to motivate and inspire positive change in animal welfare.
  - Achievement – we are focussed on our objectives and continuously strive towards our goals.
  - Collaboration – we work as a team and foster partnerships to maximise outcomes.
  - Innovation – we are creative and daring in our thinking – we seek new ideas and new ways.
- Understand and work in accordance with RSPCA Tasmania's Policies and Procedures.
- Have a sincere commitment to animal welfare.

Office Use

Last updated: 3-Mar-21

Approved by: CEO