

Job Advertisement – Retail Manager, Takanini

- Takanini location – work in a local community, away from the hustle and bustle of the city!
- A (permanent, full-time) career opportunity, perfect for a passionate retail professional who sees the bigger picture
- Contribute to our sustainability effort and give pre-loved items a new lease of life!
- Lead and inspire a wonderful team of volunteers to grow and develop the store’s potential with you

Te Mahi/The Role...

Due to a long term and loyal employee (of 9 years!) moving on to her next challenge, we have an exciting vacancy to continue her legacy, and join us as Retail Manager in our Takanini store.

This isn’t just a job: This is a long-term career opportunity where you will be an integral part of an organisation doing good within your community. You will become an ambassador for Tōtara Hospice and proudly represent our brand - “Just the Good Stuff.” Our stock is pre-loved goods, donated by the community, for the community. This role is ideal for the environmentally-conscious who have a desire to move away from the world of throwaway consumerism, and into a more sustainable direction.

Some responsibilities you can expect from this permanent, full-time position:

- Provide exceptional customer service
- Create and maintain a retail environment that provides the customer with a relaxed and interactive shopping experience and encourages return visits to the store
- Take ownership of the store’s performance and deliver on agreed outcomes for the store
- Manage relationships with donors and supporters in the local community; ensure that every person that plays a part in ‘Making Hospice Happen’ feels appreciated for their efforts
- Manage a team of volunteers; maintain good relationships, delegate tasks, ensure operational success within the store

Te Tangata/The Person...

As an active and ‘hands on’ Retail Manager we want to see you display ambition and determination to succeed in the retail sector with a ‘get up and go’ attitude. We would also like to see:

- Previous retail experience delivering a high standard of face-to-face customer service (and a passion for doing so)
- Some people management/supervisory experience will be beneficial in this role and a leadership style that reflects the collaborative working culture of Tōtara Hospice
- Must be confident managing and maintaining relationships with a variety of stakeholders including staff, volunteers, customers and donors
- An empathetic and tailored approach towards the diverse range of customers you will interact with and
- Previous experience working towards sales targets and the drive, innovation and creativity to meet these targets
- A real passion to be part of what we do here at Tōtara Hospice and the community we serve
- Full New Zealand working rights

Why should you join Tōtara Hospice?

- **Our People and Our Purpose** - There is no 'I' in 'Team' here. We work collaboratively across all departments to achieve the same goal; provide leading edge palliative care services to patients and whānau within the South and Southeast Auckland community. Our Retail Managers work closely with one another, to ensure each store has the resources to perform at its best and you will be supported by both the Retail Operations Manager and Locality Manager to achieve your best
- **Our Culture** – We are a member of **Diversity Works NZ**. We value diversity and inclusion and are committed to providing equal employment opportunities to those of all backgrounds and identities. We are also a proud supporter of the **Silver Rainbow** programme, ensuring the needs of the rainbow community in our sector are understood and met

If you are someone who sees the beauty in pre-loved goods, has a passion for Making Hospice Happen and can bring a new and exciting energy to this role, click the 'Apply' button now to submit your CV and Cover Letter.

If you should have any questions prior to your application, please contact Tara at hr.team@hospice.co.nz

Tōtara Hospice as an organisation does not conscientiously object to anyone accessing their rights under the End of Life Choices Act that passed into law on November 7th this year. Our focus will remain, as it always has been, on delivering to the needs of our patients and whānau. We will respect and support patients who choose this option.