

Human Resources

Position Description



Position Title: Merchandise and Events Supervisor: ImpactEight

Responsible to: General Manager: ImpactEight

Location: Somerton Park

Hours: Full Time, 38 hours per week

Position Overview:

The Merchandise and Events Supervisor: ImpactEight is responsible for the day-to-day coordination of ImpactEight's donation, volunteer and warehouse activities, ensuring donated stock moves efficiently from receipt and processing through to storage, distribution and sale. The role is responsible for maintaining effective warehouse operations, inventory management, stock distribution and donation processes to support the organisation's service delivery and revenue-generating activities.

A key focus of the role is recruiting, coordinating and supporting an engaged volunteer workforce to assist with donation processing, stock preparation and warehouse sale events, including the facilitation of corporate volunteering opportunities. This is a hands-on role requiring a proactive individual who takes genuine ownership of their area and is willing to work alongside volunteers when required to support warehouse operations, donation processing and event preparation. The position is also responsible for coordinating warehouse sale events and corporate donation drives, working collaboratively with internal teams, referral partners, corporate partners and external suppliers to maximise participation, donations, community engagement and event success.

Personal Attributes:

The Merchandise and Events Supervisor: ImpactEight will be a highly organised and professional individual with strong operational, leadership and coordination skills. They will demonstrate the ability to effectively manage multiple priorities, maintain efficient warehouse operations, oversee inventory and stock movement, and ensure activities are delivered to a high standard. With strong attention to detail and sound judgement, they will be able to work autonomously, take genuine ownership of outcomes and identify opportunities to improve processes and operational effectiveness.

The successful candidate will be a natural people-person who enjoys engaging with others and building positive relationships. Comfortable being hands-on and leading by example, they will have the ability to recruit, engage, motivate and retain volunteers while fostering an inclusive environment where people feel welcomed, valued and connected to ImpactEight's purpose. They will be confident communicators and relationship builder, capable of developing strong partnerships with volunteers, donors, corporate partners, community organisations, suppliers and other stakeholders. Adaptable, collaborative and solutions-focused, they will demonstrate a genuine connection to ImpactEight's purpose and an appreciation of the important contribution volunteers, donors and corporate partners make to the Organisation's impact and success.

Responsibilities:

Merchandise and Events Supervisor: ImpactEight is responsible for:

- Take ownership of the day-to-day organisation of the warehouse, ensuring it is safe, structured, well-presented and operates efficiently.
- Coordinate the end-to-end processing of donations, from receipt and sorting through to quality control, storage and distribution.
- Maintain effective inventory, storage and stock rotation systems, ensuring appropriate stock is readily available and regularly distributed to Hindmarsh and Noarlunga.
- Coordinate donation collections and stock deliveries, including drivers and transport requirements.
- Monitor donation volumes, stock levels and storage capacity, proactively identifying and implementing improvements to stock flow and warehouse operations.
- Recruit, induct, coordinate and retain an engaged warehouse volunteer team, working with the General Manager and HR team as required.
- Plan volunteer requirements and rosters to support donation processing, warehouse operations and sale events.
- Work alongside volunteers in donation processing, warehouse operations and event preparation as required, particularly during periods of high donation volumes and in preparation for warehouse sales and events.

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- Lead, motivate and engage volunteers, providing clear direction and creating a positive environment where volunteers feel valued, connected to ImpactEight's purpose and understand the contribution they make to the organisation and community.
- Coordinate corporate volunteer days, from initial enquiry and activity planning through to delivery and follow-up
- Plan and deliver warehouse sale events end-to-end, including event timelines, stock preparation, pricing, merchandising, set-up, volunteer requirements, catering, suppliers and pack-down.
- Develop and deliver the communications plan for each sale, coordinating marketing and social media activity and communications with referral partners, corporate partners and volunteers.
- Monitor sale attendance, revenue and outcomes, identifying opportunities to improve and grow future events.
- Coordinate corporate donation drives end-to-end, including partner communication, donation bins and materials, collection arrangements and follow-up.
- Build and maintain relationships with corporate partners, proactively encouraging new and repeat workplace donation drives.
- Coordinate corporate enquiries relating to donations, donation drives and warehouse volunteering opportunities.

Quality Standards, Regulations and Responsibilities:

Merchandise and Events Supervisor: ImpactEight is responsible for ensuring that the following regulations, standards and codes are complied with:

- Dress for Success Adelaide Affiliation requirements, specification and service guarantees
- The Organisation's Policies and Procedures
- Government Authority Contractual requirements
- Government Authority Code of Practice and relevant Service Guarantee
- Government Authority Complaints Procedures
- Government Authority Deed and Guidelines
- National Standards for Volunteering Involvement
- ISO/IEC 27001:2023 Information Security Management System
- ISO:9001 Quality Management System
- The Organisations Work Health and Safety System
- Work Health and Safety Act 2012
- Relevant Commonwealth and State Legislation
- Appropriate Authority Guidelines
- Relevant legal, professional and ethical obligations

Qualifications:

- A Qualification in Business, Event Management, Community Services, Logistics, Retail Management or a related field would be favourably considered.
- Relevant experience in volunteer coordination, retail operations, warehouse management, events or the not-for-profit sector may be considered in lieu of formal qualifications.

Key Skills/Attributes required to fulfilling position:

- Highly organised with strong planning, prioritisation and attention to detail.
- Strong leadership skills with the ability to engage, motivate and coordinate volunteers.
- Strong event management skills, with demonstrated experience planning, coordinating and delivering events from concept through to completion.
- Strong communication and promotional skills, with the ability to coordinate event communications across marketing, partners, volunteers and stakeholders.
- Excellent relationship-building skills across corporate partners, referral partners, volunteers and suppliers.
- Sound inventory and stock management skills.
- Proactive, resourceful and solutions-focused, with a strong sense of ownership and accountability.
- Ability to work autonomously, manage competing priorities and meet deadlines.
- Commercial awareness, with a focus on growing attendance and revenue from sale events.
- Confident using Microsoft Office and digital systems for planning, communication and reporting.
- Flexible, adaptable and willing to be hands-on when required.

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Additional Factors:

- Drivers Licence
- National Police Clearance
- Working with Children Check as per state legislation
- This position may require occasional attendance at meetings or training outside normal business hours, including attendance at bi-monthly clearance sales

Selection Criteria

- Demonstrated experience coordinating events, activities or projects from planning through to successful delivery.
- Proven experience leading, coordinating and motivating volunteers or teams.
- Demonstrated ability to manage stock, inventory, merchandise or donations within an organised operational environment.
- Strong organisational skills with demonstrated ability to manage competing priorities, deadlines and multiple activities.
- Proven ability to build and maintain positive relationships with corporate partners, stakeholders, volunteers and community organisations.
- Strong written and verbal communication skills, including coordinating communications and promotional activities.
- Demonstrated ability to work autonomously, take ownership and proactively identify and resolve operational issues.
- Experience within retail, events, volunteer coordination, community services, charity retail or a similar environment is highly desirable.