



Op Shop Ministry Leader Role Description

Position	Op Shop Ministry Leader
Summary	The Op Shop Ministry Leader oversees the daily operations of the Op Shop, responsible for cultivating a welcoming, Christ-centred space for customers and volunteers.
Op Shop Vision	To offer affordable, quality items in a welcoming space, sharing the love of Jesus while supporting those in need, church ministries, and global missions.
Accountable to	Church Leadership (via Lead Pastor)
Key Relationships	Lead Pastor (Supervisor) Volunteers, Office Manager, Church Treasurer
Hours	Part-time, up to 4 days per week (negotiable). 1-year contract. Some flexibility may be required to support the relational and missional aspects of the role, such as volunteer gatherings, church events, or seasonal ministry needs.
Salary	General Retail Industry Award: Retail Employee Level 6
Main Duties & Responsibilities	<ul style="list-style-type: none"> • Oversee the daily operations of the Op Shop, ensuring a welcoming, Christ-centred environment for customers and volunteers. • Recruit, train, lead, and support a team of volunteers, fostering a sense of community, purpose, and mutual care, rooted in the love of Christ. • Provide exceptional customer service that reflects the love of Christ, building positive relationships within the community. • Continuously identify opportunities and lead improvements that enhance shop operations and the overall customer and volunteer experience. • Actively represent and uphold the church's mission, values, and reputation in all interactions. • Ensure adherence to church policies, operational guidelines, and relevant regulations. • Develop, manage, and responsibly steward the annual Op Shop budget. • Prepare clear and informative reports for the Annual General Meeting. • Undertake additional responsibilities as appropriate and in consultation with the Lead Pastor. • (Refer to List of Duties for more information.)
Selection Criteria	<ul style="list-style-type: none"> • Committed disciple of Jesus, actively living out a Christ-centred life guided by the Holy Spirit and Scripture. • Deep alignment with the mission, vision, and values of the church. • Demonstrated experience in retail or a comparable customer service setting. • Proven leadership and team management skills, with the ability to motivate and inspire volunteers. • Excellent communication and interpersonal skills, capable of fostering Christ-centred relationships and community connections. • Strong organisational abilities with keen attention to detail. • Compassionate, welcoming, and community-oriented with a servant-hearted approach. • Commitment to adhering to Safe Church practices, legal responsibilities, and insurance requirements relevant to the role. • Current First Aid certification or willingness to obtain certification. • Basic proficiency in office software and point-of-sale systems.
Review	<ul style="list-style-type: none"> • Probationary period of 3 months