

# Role Description

## Retail Supervisor



Cluster	Premier & Cabinet
Agency	Australian Museum
Division/Branch/Unit	Marketing, Communications & Partnerships
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 1/2
ANZSCO Code	621511
PCAT Code	1137172
Role Numbers	51001695
Date of Approval	February 2022
Agency Website	<a href="http://www.australian.museum">www.australian.museum</a>

### Agency overview

The Australian Museum (AM) is located on the traditional homelands of the Gadigal people of the Eora nation. The AM acknowledges and pays homage to the Gadigal people as the Traditional Owners and custodians of the land, sky and waterways, paying respect to Elders past, present and emerging.

The AM operates within the NSW Department of Premier and Cabinet, is the first museum in Australia and was founded in 1827. The AM provides access, engagement and scientific research to increase our understanding of natural history and culture, particularly of the Australasian region. The AM holds more than 21 million objects of biological, geological and cultural collections and develops programs, exhibitions and school and community education initiatives onsite, online and offsite.

The AM mission is: *To ignite wonder, inspire debate and drive change.*

The new AM vision is: *To be a leading voice for the richness of life, the Earth and culture in Australia and the Pacific. We commit to transform the conversation around climate change, the environment and wildlife conservation; be a strong advocate for First Nations' culture; and continue to develop world-leading science, collections, exhibitions and education programs.*

For more information, visit the [website](#).

### Commercial Team

The Commercial Team delivers commercial activity to support the Museum's vision and strategic ambitions. The team provides leadership to drive revenues across commercial activities in collaboration with key stakeholders and partners.

### Primary purpose of the role

The Retail Supervisor (part-time) is responsible for the effective day-to-day operation of the onsite shop floor, supervision of casual floor staff and fulfillment of online shop orders, under the guidance of the Retail

Management team. The role provides professional and knowledgeable customer service and operational support to enable the efficient operation of the retail business.

### Key accountabilities

- Lead the retail team on the shop floor and contribute to ongoing business improvement.
- Achieve daily sales targets and ensure professional and knowledgeable customer service.
- Accurate and timely execution of daily operational duties and tasks, sales and transactions, cash handling and daily finance procedures using Retail Express.
- Undertake daily stock monitoring in store, picking, restocking, pricing and labelling and movement as required.
- Stock management duties including visual merchandising, display, storage, cleaning, and updating product pricing and production information signage.
- Cleaning, tidying and general housekeeping of the shop and stockrooms to maintain clean, safe, organised, and well-presented spaces.
- Manage customer enquiries and orders, including online order fulfillment.
- Communicate and work effectively and work as part of a team with other staff and the Retail Management team.
- Provide assistance to the Retail Management team as required, including data entry, filing, following up on orders and returns, creating and compiling documents, receiving and price, labelling and sorting incoming stock.

### Challenges

- Ensuring clear and effective communication with the other part-time Supervisor.
- Balancing customer service with other important duties in a busy environment.
- Maintaining processes and procedures in a timely fashion and with competing priorities.
- Ensuring clear communication across rotating staff and changing shifts.
- Maintaining awareness of industry trends, other cultural sector and comparable shops, the AM’s current events, and exhibitions to be able to respond accurately and informatively to customer enquiries.

### Key relationships

Who	Why
<b>Internal</b>	
Manager, Commercial	<ul style="list-style-type: none"> <li>• Provide support as required.</li> </ul>
Retail Manager	<ul style="list-style-type: none"> <li>• Participate in planning to develop and improve sales.</li> <li>• Provide support and input as required.</li> <li>• Seek and receive guidance, direction and feedback regarding work performance.</li> </ul>
Assistant Retail Manager	<ul style="list-style-type: none"> <li>• Work closely and effectively day-to day to deliver business outcomes.</li> <li>• Receive direction and instruction to inform objective and prioritisation</li> <li>• Provide regular updates on issues and business performance.</li> </ul>

Who	Why
Casual Retail Team Member	<ul style="list-style-type: none"> <li>Provide professional and informed customer service, guidance, support and exchange information and ideas to deliver business outcomes.</li> </ul>
Internal Stakeholders	<ul style="list-style-type: none"> <li>Liaise regarding general Museum operations and programs on a day-to day basis.</li> </ul>
External	
Customers/Visitors	<ul style="list-style-type: none"> <li>Provide helpful and knowledgeable product information and overall customer support</li> </ul>

## Role dimensions

### Decision making

- Prioritise daily work schedule and tasks guided by direction, targets and customer needs.
- Provide support, training, and direction to casual staff on a daily basis.
- Provide customers professional and knowledgeable service, use POS correctly, and follow cash handling and other business procedures and policies, to achieve sales objectives.

### Reporting line

Assistant Retail Manager

### Essential requirements

- Minimum 2 years' experience in supervisory capacity in an equivalent quality retail environment.
- Full availability across all retail hours including weekdays, weekends, and late nights.

### Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

### Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

## NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	<b>Display Resilience and Courage</b>	<b>Intermediate</b>
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	<b>Deliver Results</b>	<b>Foundational</b>
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	<b>Finance</b>	<b>Foundational</b>
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 People Management	Manage and Develop People	Foundational
	Inspire Direction and Purpose	Foundational
	<b>Optimise Business Outcomes</b>	<b>Foundational</b>
	Manage Reform and Change	Foundational

### Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioral indicators provide examples of the types of behaviors that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> <li>• Be flexible and adaptable and respond quickly when situations change</li> <li>• Offer own opinion and raise challenging issues</li> <li>• Listen when ideas are challenged and respond in a reasonable way</li> <li>• Work through challenges</li> <li>• Stay calm and focused on the face of challenging situations</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Deliver Results	Foundational	<ul style="list-style-type: none"> <li>• Complete own work tasks under guidance, within set timeframes and standards</li> <li>• Is proactive and takes initiative to progress own work</li> <li>• Identify resources needed to complete allocated work tasks</li> <li>• Seek clarification when unsure of work tasks</li> </ul>
<b>Business Enablers</b> Procurement and Contract Management	Foundational	<ul style="list-style-type: none"> <li>• Comply with basic ordering, receipting and payment processes and other standard procedures</li> <li>• Apply basic checking and quality control processes to activities which support procurement and contract management</li> </ul>