

# Role Description

## Assistant Retail



|                           |   |
|---------------------------|---|
| Cluster                   | Creative Industries, Hospitality, Tourism and Sport               |
| Agency                    | Australian Museum   |
| Division/Branch/Unit      | Marketing, Communications, Partnerships & Commercial              |
| Location                  | Sydney CBD  |
| Classification/Grade/Band | CGS Level 6   |
| ANZSCO Code               | TBA   |
| PCAT Code                 | TBA   |
| Date of Approval          | 01 June 2016, updated 15 April 2025                               |
| Agency Website            | <a href="https://australian.museum">https://australian.museum</a> |

### Agency overview

The Australian Museum (AM) operates within the NSW Department of Premier and Cabinet and was founded in 1827 and is the first museum in Australia. 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's purpose is to make nature, Indigenous cultures & science accessible and relevant to everyone.

For more information, visit the [website](https://australian.museum)

### Primary purpose of the role

Support the retail and commercial services team with the delivery of high quality and knowledgeable customer service to our visitors as well as providing administrative and supportive services to enable the efficient operations of the retail team.

### Key accountabilities

- Accurately administer the counter processes and cash handling procedures
- Help ensure a high quality of store presentation and stock management
- Provide helpful and knowledgeable product information and overall customer support
- Assist the Retail team to achieve and succeed sales targets and expectations
- Communicate tasks with Casual Staff and completion with the Retail Manager
- Provide administration assistance to the retail manager, including data entry, filing, sorting, following up on orders and returns, creating and compiling documents being responsible for any additional tasks as required

## Key challenges

- Balance customer care with additional duties in a fast-paced environment
- Uphold internal processes and procedures with limited time and competing priorities
- Ensure and maintain clear and consistent communication across rotating staff and changing shifts

## Key relationships

| Who                   | Why   |
|-----------------------|---|
| <b>Internal</b>       |   |
| Manager, Retail       | <ul style="list-style-type: none"><li>• Seek and receive guidance direction and feedback regarding work performance escalate issues and provide regular updates on issues and general updates</li></ul> |
| Visitor Services Team | <ul style="list-style-type: none"><li>• Support Daily Operations</li></ul>  |
| Casual Retail Team    | <ul style="list-style-type: none"><li>• Communicate or clarify tasks from retail manager, share product information, updates and respond to queries, escalating where appropriate.</li></ul>            |
| <b>External</b>       |   |
| 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

- Priorities daily work schedule guided by precedents, customers, targets and directions
- Provide staff, Members and sales discounts using knowledge of internal policies, procedures and customer sales strategies

### Reporting line

Manager Retail

## Essential requirements

- Adequate knowledge and experience in order to deliver the Key Accountabilities and perform to the Focus Capabilities outlined in this Role Description.
- 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               |
|--|--|---------------------|
| <br>Personal Attributes | <b>Display Resilience and Courage</b>      | <b>Intermediate</b> |
|  | Act with Integrity                         | Foundational        |
|  | Manage Self                                | Foundational        |
|  | Value Diversity                            | Foundational        |
| <br>Relationships       | Communicate Effectively                    | Foundational        |
|  | <b>Commit to Customer Service</b>          | <b>Intermediate</b> |
|  | Work Collaboratively                       | Foundational        |
|  | Influence and Negotiate                    | Foundational        |
| <br>Results             | <b>Deliver Results</b>                     | <b>Foundational</b> |
|  | Plan and Prioritise                        | Foundational        |
|  | Think and Solve Problems                   | Foundational        |
|  | Demonstrate Accountability                 | Foundational        |
| <br>Business Enablers   | Finance                                    | Foundational        |
|  | Technology                                 | Foundational        |
|  | <b>Procurement and Contract Management</b> | <b>Foundational</b> |
|  | Project Management                         | Foundational        |

### Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours 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><br>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 in the face of challenging situations</li> </ul>   |
| <b>Relationships</b><br>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> </ul> |

## NSW Public Sector Capability Framework

| Group and Capability  | Level        | Behavioural Indicators   |
|---|--------------|--|
| <b>Results</b><br>Deliver Results                               | Foundational | <ul style="list-style-type: none"> <li>Co-operate across work areas to improve outcomes for customers</li> <li>Complete own work tasks under guidance, within set budgets, timeframes and standards</li> <li>Take the 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><br>Procurement and Contract Management | Foundational | <ul style="list-style-type: none"> <li>Comply with basic ordering, receipting and payment processes</li> <li>Apply basic checking and quality control processes to activities which support procurement and contract management</li> </ul>   |