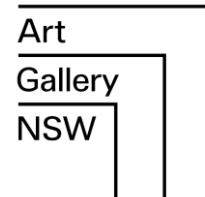


# Role Description

## Sales and Stock Officer



Division/Branch/Unit	Development/Gallery Shop
Location	Art Gallery Road
Classification/Grade/Band	Clerk General Scale 11
Kind of Employment	Temporary/Casual
ANZSCO Code	621111
Role Number	various
PCAT Code	1119192
Date of Approval	October 2021
Agency Website	<a href="https://www.artgallery.nsw.gov.au/">https://www.artgallery.nsw.gov.au/</a>

### Overview

The Art Gallery of New South Wales (the Gallery) is a statutory body established under the Art Gallery of New South Wales Act 1980 and is an executive agency under the Department of Premier and Cabinet. The Gallery is in The Domain adjacent to the Royal Botanical Gardens and the Central Business District on the lands of the Gadigal peoples of the Eora nation, and attracts around 1.4 million visitors annually.

The Gallery holds significant collections of Aboriginal & Torres Strait Islander, Australian and International art and presents a dynamic program of temporary exhibitions involving significant loans from national and international collections. The Gallery also manages the Brett Whiteley Studio in Surry Hills. The Gallery employs 350 people on an annual basis and has a current effective full-time equivalent of around 215 staff. As the state's leading institution for the visual arts, the Gallery plays a vital role in the cultural and intellectual life of both Sydney and Australia.

The Gallery's expansion, known as the Sydney Modern Project, involves the construction of a new building and art garden to the north of the existing Gallery building as well as some modifications to the existing building. Construction of the new building is currently underway and scheduled for completion in 2022.

### Primary purpose of the role

To provide a high level of customer service whilst selling specialist art books, AGNSW merchandise and publications as well as giftware, homewares and personal accessories Carry out general retailing duties including re-stocking, store display, cash handling, banking and processing web orders in all retail outlets across the Gallery.

### Key accountabilities

- High level of customer service; including fast and accurate information given to customers regarding stock levels and availability.

- High level of accuracy in cash handling; including all customer transactions, end of day reconciliation and daily banking.
- Efficient and accurate stock pricing and preparation on the shop floor. Manage the demands of providing customer service with completion of daily work tasks in an efficient and timely manner in a busy shop environment.

### Key challenges

- Shop presentation maintained at level as set by the Retail Operations Supervisor. Stock lines kept in an in-stock position throughout the day
- All stock priced and appropriately packaged before being displayed
- Security procedures enforced correctly

### Key relationships

Who	Why
<b>Internal</b>	
Retail Operations Supervisor	• Seek guidance, direction and gain support
Merchandise Manager	• Seek guidance, direction and gain support
Head of Retail	• Seek guidance, direction and gain support
<b>External</b>	
Visitors to the AGNSW	• Customer service delivery, evaluation, feedback

### Role dimensions

#### Decision making

- Issues to bring to the attention of the Retail Operations Supervisor.
- Day to day prioritisation of work schedule.

#### Reporting line

Retail Operations Supervisor

#### Direct reports

Nil

#### Budget/Expenditure

Nil

### Essential requirements





1. At least two years' experience in a busy retail environment, preferably with book selling experience.
2. Experience using a digital point of sale system
3. Previous responsibility for retail cash handling
4. Excellent customer service skills

## 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	Display Resilience and Courage	Foundational
	<b>Act with Integrity</b>	<b>Foundational</b>
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	<b>Communicate Effectively</b>	<b>Foundational</b>
	<b>Commit to Customer Service</b>	<b>Foundational</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	<b>Think and Solve Problems</b>	<b>Foundational</b>
	<b>Demonstrate Accountability</b>	<b>Foundational</b>
 Business Enablers	<b>Finance</b>	<b>Foundational</b>
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	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 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> <b>Act with Integrity</b>	Foundational	<ul style="list-style-type: none"><li>Behave in an honest, ethical and professional way</li><li>Take opportunities to clarify understanding of ethical behaviour requirements</li><li>Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role</li></ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Speak out against misconduct, illegal and inappropriate behaviour</li> <li>• Report apparent conflicts of interest</li> </ul>
<b>Relationships</b> Communicate Effectively	Foundational	<ul style="list-style-type: none"> <li>• Speak at the right pace and volume for varied audiences</li> <li>• Allow others time to speak</li> <li>• Display active listening</li> <li>• Explain things clearly</li> <li>• Be aware of own body language and facial expressions</li> <li>• Write in a way that is logical and easy to follow</li> </ul>
<b>Relationships</b> Commit to Customer Service	Foundational	<ul style="list-style-type: none"> <li>• Understand the importance of customer service</li> <li>• Help customers understand the services that are available</li> <li>• Take responsibility for delivering services which meet customer requirements</li> <li>• Keep customers informed of progress and seek feedback to ensure their needs are met</li> <li>• Show respect, courtesy and fairness when interacting with customers</li> </ul>
<b>Results</b> Think and Solve Problems	Foundational	<ul style="list-style-type: none"> <li>• Find and check information needed to complete own work tasks</li> <li>• Identify and inform supervisor of issues that may impact on completion of tasks</li> <li>• Escalate more complex issues and problems when these are identified</li> <li>• Share ideas about ways to improve work tasks and solve problems</li> <li>• Suggest improvements to work tasks for the team</li> </ul>
<b>Results</b> Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> <li>• Take responsibility for own actions</li> <li>• Be aware of delegations and act within authority levels</li> <li>• Be aware of team goals and their impact on work tasks</li> <li>• Follow safe work practices and take reasonable care of own and others health and safety</li> <li>• Escalate issues when these are identified</li> </ul>
<b>Business Enablers</b> Finance	Foundational	<ul style="list-style-type: none"> <li>• Understand that government services budgets are limited and must only be used for intended purposes</li> <li>• Appreciate the importance of accuracy and completeness in estimating costs as well as calculating and recording financial data and transactions</li> <li>• Be aware of financial delegation principles and processes</li> <li>• Understand compliance obligations related to using resources and recording financial transactions</li> </ul>