

# Role Description

## Assistant Retail Manager



Cluster	NSW Department of Premier and Cabinet
Agency	Australian Museum
Division/Branch/Unit	Commercial / Retail
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 3/4
Role Number	50001397
ANZSCO Code	621511
PCAT Code	1339192
Date of Approval	March 2022
Agency Website	<a href="#">Australian Museum</a>

### Agency overview

The Australian Museum (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 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 Assistant Retail Manager is a commercially focused operational role that supports the Retail Manager and is an integral part of the 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

This position is responsible for supporting the Retail Manager with a focus on the day-to-day operations of the retail business stream which includes the onsite shop, online shop and other channels. The Assistant Retail Manager supports the Retail Manager with varied administrative duties and business development initiatives and ensures the seamless operation of the retail business in their absence.

## Key accountabilities

- Coordinate and monitor daily operations providing support to staff as needed to enable achievement of business and revenue objectives.
- Demonstrate and foster product knowledge and quality service to maximise sales and positive feedback.
- Oversee daily stock replenishment in store, and online order fulfillment.
- Support visual merchandising and shop presentation to ensure minimum standards are maintained.
- Assist staff to ensure accurate and complete daily reconciliations and banking, sales reporting and analysis, maintenance of reporting records and systems. Day-to-day management of sales and stock data and other key business information.
- Under the supervision of the Retail Manager and in accordance with business rules, manage inventory including ordering, receiving, replenishment and other aspects of stock control using Retail Express to ensure required stock levels are maintained, stock is properly received, supplier and payments are accurate and on time.
- Ensure stockrooms and retail spaces are tidy and organized to enable optimal stock management.
- Assist the Retail Manager with the development and implementation of initiatives to improve business performance.

## Key challenges

- Build collaborative relationships with part-time supervisors and a rotating casual staff team.
- Maintain consistent standards and focus in a business punctuated by peaks and troughs, including workflow issues, customer complaints, banking, stock control, staff motivation and performance.
- Maintaining structure with flexibility, and ability to manage competing priorities in a busy and changeable environment that reflects a broad range of content.

## Key relationships

Who	Why
<b>Internal</b>	
Retail Manager	<ul style="list-style-type: none"><li>• Work closely and effectively to support the retail business day-to-day.</li><li>• Participate in planning to develop and innovate to improve business performance and outcomes.</li><li>• Provide regular updates on progress and issues.</li></ul>
Retail Team Members	<ul style="list-style-type: none"><li>• Provide guidance, support and exchange information to deliver business outcomes.</li></ul>
Finance Team	<ul style="list-style-type: none"><li>• Liaise regarding financial management and reporting.</li></ul>
Customer Services Manager, Marketing, Members Office, Exhibitions & Public Programs	<ul style="list-style-type: none"><li>• Liaise regarding marketing initiatives, museum operations and programs.</li></ul>
<b>External</b>	
Commercial Partners and Suppliers	<ul style="list-style-type: none"><li>• Manage and develop partnerships to ensure business needs are met and maximise return to agency.</li></ul>

Who	Why
Customers	<ul style="list-style-type: none"> <li>Promote and position AM as a leading cultural retailer.</li> <li>Deliver high quality and responsive service when dealing with retail customers.</li> </ul>

## Role dimensions

### Decision making

- The Assistant Manager is responsible for the day-to-day operation of the retail business to deliver commercial outcomes and support seamless operations. The position holder makes recommendations and decisions which materially affect the business in consultation with the Retail Manager, and in line with policies and business procedures and rules.
- The position holder makes recommendations, contributions and decisions which improve performance, strategic development, and operations that affect the retail business overall on a day-to-day basis.

### Reporting line

Retail Manager

### Direct reports

Nil

### Budget/Expenditure

Nil

## Essential requirements

- At least 3 years as a senior retail supervisor or retail manager in a comparable quality retail environment, with demonstrated skills and knowledge across the range of business requirements, including shop floor management, visual merchandising, sales, team management, stock control, forecasting and reporting, and preferably some e-commerce experience.
- Demonstrated commercial and analytical skills, ability to structure and organise work effectively, and experience using Retail Express or similar software.
- Overtime will be paid if weekend or late night work is required.

## Knowledge and Experience



- Demonstrated commercial and analytical skills, ability to structure and organise work effectively, and experience using Retail Express or similar software.
- Availability across all retail hours including weekdays, weekends, and occasional late nights.
- Adequate knowledge and experience in order to deliver the Key Accountabilities and perform to the Focus Capabilities outlined in this Role Description.

## 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
 <b>Personal Attributes</b>	<b>Display Resilience and Courage</b>	<b>Foundational</b>
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 <b>Relationships</b>	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 <b>Results</b>	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Demonstrate Accountability	Foundational
 <b>Business Enablers</b>	Finance	Intermediate
	Technology	Foundational
	<b>Procurement and Contract Management</b>	<b>Intermediate</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> Display Resilience and Courage	Foundational	<ul style="list-style-type: none"> <li>• Behave ethically and in a professional manner</li> <li>• Follow policy and procedural requirements which apply to the role</li> <li>• Be flexible and adaptable and respond quickly when situations change</li> <li>• Work through challenges</li> <li>• Stay calm and focused in the face of challenging situations</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Clearly and effectively communicate with customers, staff and stakeholders</li> <li>• Understand customer perspectives, be responsive to their needs and implement solutions</li> <li>• Explain ideas and arguments clearly and succinctly</li> <li>• Prepare material which is accurate, well structured and able to be understood by the target audience</li> </ul>
<b>Results</b> Think & Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>• Apply analysis and critical thinking skills to make evidence based recommendations</li> <li>• Apply an approach of continual improvement to identify problems or inefficiencies, and find solutions</li> <li>• Understand the business objectives and align operational activities accordingly</li> <li>• Respond with initiative to changing priorities and environments</li> </ul>
<b>Business Enablers</b> Procurement & Contract Management	Intermediate	<ul style="list-style-type: none"> <li>• Understand and comply with legal and organisational procedural and policy guidelines and requirements</li> <li>• Undertake delegated purchasing activities within stated guidelines and objectives</li> <li>• Build relationships with suppliers to ensure optimal outcomes for the Museum and in line with timeline and other requirements</li> <li>• Ensure record keeping and reporting requirements and standards are maintained.</li> </ul>