

Role Description

Retail Assistant



Cluster	NSW Department of Premier and Cabinet
Agency	Australian Museum
Division/Branch/Unit	Marketing, Communications & Partnerships
Location	Sydney CBD
Classification/Grade/Band	Clerk General Scale step (6 – 13)
Rostered Worker:	Casual and temporary part time and required to work on some weekends and public holidays subject to roster arrangements. Various rosters minimum 4 hours shift per work. You may be required to work additional hours.
ANZSCO Code	621111
PCAT Code	1137172
Date of Approval	July 2020
Agency Website	http://australianmuseum.net.au/

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 significance and develops programs, exhibitions and school and community education initiatives onsite, online and offsite. The AM's purpose is to make nature, Indigenous cultures and science is accessible and relevant to everyone.

Our commitment to diversity

The AM supports a diverse workforce and promotes applications from Aboriginal and Torres Strait Islander people. People with disabilities who meet the selection criteria are encouraged to apply; and where required, Australian Museum will implement reasonable adjustment consistent with industry standard.

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

Commercial Team

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

Primary purpose of the role

Support the retail business by providing high quality and knowledgeable customer service and administrative and supportive services to enable the efficient operation of the retail shop.

Key accountabilities

- Achieve daily sales targets and provide high quality and knowledgeable customer service.
- Accurately execute the shop operating procedures, sales processes, cash handling procedures and daily finance procedures
- Daily stock monitoring, picking and restocking.
- Visual merchandising including the display, care, cleaning and rotation of stock.
- Conduct cleaning, tidying and general housekeeping of retail and storage spaces to maintain safe and well- presented, orderly and inviting spaces.
- Communicate effectively and work as part of a team with other staff and with the Retail Management team.

Key challenges

- Balance customer service with other duties in a fast-paced environment.
- Maintain processes and procedures under time pressures and with competing priorities.
- Ensure and maintain clear and consistent communication across rotating staff and changing shifts.
- Maintaining awareness of industry trends, agency sites, current events and exhibitions to be able to respond accurately and informatively to customer enquiries

Key relationships

Who	Why
Internal	
Manager, Commercial	<ul style="list-style-type: none">• Provide support as required.
Retail Manager	<ul style="list-style-type: none">• Participate in planning to develop and improve sales.• Provide support as required.
Assistant Retail Manager	<ul style="list-style-type: none">• Work closely and effectively to deliver the retail business day-to-day.• Provide regular updates on issues and general updates.
Retail Supervisor	<ul style="list-style-type: none">• Provide guidance, support and exchange information and ideas to deliver business outcomes.
Casual Retail Team Member	<ul style="list-style-type: none">• Provide excellent customer service, guidance, support and exchange information and ideas to deliver business outcomes.
Internal Stakeholders	<ul style="list-style-type: none">• Liaise regarding general museum operations and programs on a day-to day basis.
Customers/Visitors	<ul style="list-style-type: none">• Provide helpful and knowledgeable product information and overall customer support

Role dimensions

Decision making

- Priorities daily work schedule guided by directions, targets, precedent and customers.
- Provide visitors, AM Members and staff customers a high level of customer support, process sales and understand discounting and cash handling procedures, using knowledge of product, relevant policies, procedures and customer sales strategies.

Reporting line

Assistant Retail Manager

Essential requirements

1. Minimum 1 years' experience in a similar retail environment.
2. 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

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	Intermediate
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	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 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
Personal Attributes Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Foundational	<ul style="list-style-type: none"> • Complete own work tasks under guidance, within set timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks • Seek clarification when unsure of work tasks
Business Enablers Procurement and Contract Management	Foundational	<ul style="list-style-type: none"> • Comply with basic ordering, receipting and payment processes • Apply basic checking and quality control processes to activities which support procurement and contract management