



WESTERN
AUSTRALIAN
MUSEUM

DEPARTMENT OF LOCAL GOVERNMENT, SPORT AND CULTURAL INDUSTRIES

WESTERN AUSTRALIAN MUSEUM

MISSION

To inspire and challenge people to explore and share their identity, culture, environment and sense of place, and to contribute to the diversity and creativity of our world.

VISION

To be an excellent and vibrant Museum, valued and used by all Western Australians and admired and visited by the world

VALUES

Accountable
Inspirational, Inclusive and Accessible
Enterprising and Excellent
Sustainable

ABOUT THE MUSEUM

The Western Australian Museum is home to the State’s scientific and cultural collection, which it makes accessible to the community through research, exhibitions and public programs. It provides opportunities for all West Australians to express their sense of being, celebrate their cultural heritage and identity, and embrace their shared existence. It is a place where people can share stories and experiences. It adheres to principles of mutual understanding and natural justice. The Museum’s exploration, research and interpretive work in the sciences and humanities is world leading.

The Museum currently has six public sites: WA Maritime Museum, WA Shipwrecks Museum, Museum of Geraldton, Museum of the Goldfields, and Museum of the Great Southern. The Perth site is temporarily closed while we build the New Museum for WA.

The Museum is a Statutory Authority within the Department of Local Government, Sport and Cultural Industries (DLGSC). The Department facilitates lively communities and the economy and the offering of outstanding and inclusive sporting and cultural experiences to local, interstate and international visitors.

DETAILS

Position Title

Manager Retail Services

Position Number

14497

Classification Level

Level 5

Award/Agreement

Public Service Award 1992 / PSGO CSA GA

Directorate

Fremantle Museums and Business Development

Branch/Team

Operations

Physical Location

Fremantle (relocating to Perth in 2020)

Effective Date

1 July 2019

Employment Type

Permanent, Full-Time



REPORTING RELATIONSHIPS

Position reports to

Director, Fremantle Museums and Business Development, L7

Positions reporting to this position

Retail Administration Officer, L2

PURPOSE OF THE POSITION

Responsible for the operation of the retail services across the Western Australian Museum's six shops to meet key business priorities. The Manager Retail Services is responsible for the development of merchandise plans, including stock control, the management of retail systems and processes to ensure the overall profitability and effectiveness of the group.

STATEMENT OF DUTIES

Retail Operations

1. Manages the Museum's retail operations and develop operational plans to deliver the Museum's business outcomes.
2. Develop and monitor retail revenue and expenditure budgets, to increase sales, visibility and viability of the Museum's retail operations to ensure profitability.
3. Work with staff across the Museum to develop, implement and manage the business processes and activities of the Museum shops and retail space.
4. Ensure appropriate systems are in place to control and reconcile proceeds from sales and stocks, including co-ordination of regular stock-take of all merchandise, to meet financial requirements.
5. Manage periodical stocktakes in conjunction with the Museum's Finance Department.
6. Work with divisional managers and staff to ensure that shops across the Museum, are operating effectively, including planning stock displays to ensure floor stock levels and store appearance are maintained to a high standard.
7. Work across the WA Museum to ensure effective recruitment and training of staff across all areas of the WA Museum retail operations.

Merchandise and stock control

1. Develop and manage the implementation of strategies and efficiencies in the areas of retail, group purchasing, quality product development and e-commerce initiatives with a goal to increase sales, visibility and viability of Museum shops.
2. Develop, monitor and implement effective stock control and inventory management across the Museum retail operations.

Administration

1. Provide financial information and reports for administrative and other purposes required by the Director.
2. Other duties as required with respect to the scope of the position

COMPLIANCE AND LEGISLATIVE KNOWLEDGE

- Comply with the DLGSC Code of Conduct;
- Comply with applicable DLGSC policies and procedures, WA Museum policies and procedures, and relevant appropriate legislation; and
- Meets Occupational Safety and Health, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.

WORK RELATED REQUIREMENTS

Essential

The Coordinator works as part of a team to achieve the strategic vision for the WA Museum.

1. Demonstrated retail experience (preferably within the tourism or arts/culture industry) in the development and management of retail outlets.
2. Demonstrated experience in product development, merchandise buying, stock control and inventory management.
3. Well-developed interpersonal, verbal, and written communication skills, including the ability to negotiate and effectively liaison with key stakeholders
4. Demonstrated experience in the effective management of staff, financial and physical resources.
5. Demonstrated experience in business planning, implementation and reporting on outcomes.
6. Experience in coordinating projects to tight timelines and budgets.
7. In the context of this role, have the ability to apply the principles of risk management, occupational health and safety, equal opportunity and diversity in the workplace.

Desirable

1. Knowledge and experience of sales and marketing.
2. Knowledge of role and functions of Museums.
3. Experience in managing multi-site retail operations.

KEY RELATIONSHIPS/INTERACTIONS

1. Site and Operational Managers
2. Retail and other front of house staff, within other departments.
3. Staff within the finance team, marketing and across the Museum operations

KEY CHALLENGES

1. Balancing immediate operational objectives within budget.
2. Capacity to develop rapid responses under tight deadlines.
3. Development of new retail operation in the new Perth Museum, including merchandise plan.
4. Working effectively with a range of stakeholders with competing priorities

SPECIAL CONDITIONS

1. Occasional regional and interstate travel.
2. C Class drivers licence

Appointment is subject to:

1. Eligibility to Work in Australia.

Training:

1. Complete induction within three months of commencement.
 2. Complete any training specific to the role required by Departmental or WA Museum policy.
 3. Complete the Department's Accountability and Ethical Decision Making training within six months of appointment.
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REGISTERED

Western Australian Museum

INITIALS: VC DATE: 23.07.2019