



ABOUT THE WESTERN AUSTRALIAN MUSEUM

The Western Australian Museum aims to inspire people to explore and share their identity, environment, culture and sense of place, and to contribute to the diversity and creativity of our world.

The Museum preserves, documents and shares collections relating to the State's natural and cultural heritage. It collaborates with people across Western Australia to share the stories and voices of diverse communities. It works alongside national and international organisations, contributing to global research, promoting life-long learning, and developing and hosting world-class exhibitions.

Established in 1891, it has evolved over the past 130 years to become a vibrant centre of inspiration, learning and enjoyment for all Western Australians, as well as the primary home of the State's natural science and cultural heritage collections.

Today, the Western Australian Museum has seven public locations and provides inclusive spaces where people can explore what it means to be Western Australian. It also has a Collections and Research Centre that houses more than eight million objects which are safeguarded for the benefit of future generations.

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.

MISSION

To inspire and challenge people to explore and share their identity, culture, environment and sense of place, and to experience and 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
- We recognise Aboriginal and Torres Strait Islander people as the first peoples of Australia.



**WESTERN
AUSTRALIAN
MUSEUM**

Department of Local Government,
Sport and Cultural Industries

JOB DESCRIPTION FORM

DETAILS

Position Title

Retail Buying Administration Assistant

Position Number

14790

Classification Level

Level 2

Award/Agreement

Public Sector CSA Agreement 2019

Directorate

Engagement

Branch/Team

Retail Services

Physical Location

Fremantle/Perth

Effective Date

1 July 2020

REPORTING RELATIONSHIPS

Position reports to

- Manager Retail Services

Positions reporting to this position

- NIL

PURPOSE OF THE POSITION

To assist the Manager Retail Services in administrative and clerical functions in relation to retail functions of the Western Australian Museums six retail stores.

STATEMENT OF DUTIES

1. Assisting the Manager Retail Services in all clerical and administrative requirements, including providing administrative assistance for all regional stores.
2. Assists in the administrative functions in relation to sourcing, development of products and the paying and issuing of invoices, including online orders.
3. First point of contact for external stakeholders and customer service enquiries, including online queries.
4. Prepares agenda and associated papers for meetings and takes minutes of meetings, as required.
5. Assisting in undertaking stocktakes at all stores across the Museums sites.
6. Performs research, on request, relating to retail services and enquires. Analyses documents and coordinates information as required.
7. Types letters, proof reads and tracks correspondence.



8. Assisting the Manager Retail Services in the monitoring of store purchasing budgets, including maintaining stock forecasting and planning.
9. Participates as a team member in the development for the ideas of the Western Australian Museums retail website and onboarding products and inventory.

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

1. Demonstrated experience in administrative retail functions.
2. Demonstrated ability to operate effectively in a busy work environment with competing demands, good organisational skills and ability to prioritise work to address time critical tasks.
3. Demonstrated high level of verbal, written communication, and interpersonal skills with a strong attention to detail.
4. Demonstrated knowledge of standard office procedures including records management, basic financial processes.
5. Ability to work both independently and as part of a team.
6. Experience in cash handling, online invoicing, and stock management systems.
7. Experience working within a retail and customer service environment.

Desirable

1. Knowledge of role and functions within a museum.

KEY RELATIONSHIPS/INTERACTIONS

Site and Operations Managers, Retail and other front of house staff.



Staff within the finance team, marketing and across the Museums operations, external suppliers.

KEY CHALLENGES

Balancing immediate operation objectives within a timely manner. Capacity to work under pressure to tight deadlines while managing competing priorities. Developing relationships with regional staff and their merchandise plans.

SPECIAL CONDITIONS

Occasional regional travel will be required.

Appointment is subject to:

1. Eligibility to Work in Australia.
2. A current (within 6 months) National Police Clearance Certificate

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.

