



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.



DETAILS

Position Title

Shop Supervisor

Position Number

15208

Classification Level

Wages

Award/Agreement

Cultural Centre SDA General Agreement
2019

Directorate

Engagement

Branch/Team

Operations

Physical Location

WA Museum, Perth Site

REPORTING RELATIONSHIPS

Position reports to

Operations Manager

Positions reporting to this position

- Sales Assistant 2.7 FTE + Casuals

PURPOSE OF THE POSITION

This role is responsible for daily retail operations including cash reconciliation, rostering, invoicing and overall planning the daily workload. Staff in this position will oversee the retail shop, supervise the sales team and focus on, sales growth, improving customer service, maintaining shop presentation, developing teamwork and improving shop profitability.

STATEMENT OF DUTIES

Supervision

- Supervise a small team of Shop Assistants. This includes the performance of Shop Assistant duties as appropriate
- Assist in the performance management of sales assistant
- Allocates duties and plans the daily workload via worksheets and in person
- Responsible for daily operations including cash reconciliation, rostering, ordering, invoicing and liaise with suppliers as required.
- Ensures staff and own education of merchandise and product knowledge is current



- Supervise stocktake.

Retail

- Focuses on sales growth, improving customer service, developing teamwork, and improving shop profitability.
- Responsible for setting up displays as required and ensuring the shop is presented in a manner to maximise customer interest
- Promotion of add on/up selling techniques to all staff

Operational

- Manage the shop in a way that is consistent with operational plan.
- Consult/liaison with supervisor as required on shop performance.
- Other duties as required having regard for the skills, knowledge and abilities of the employee.

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. Ability to plan and co-ordinate activities to achieve objectives
2. Demonstrated excellence in customer service skills.
3. Demonstrated ability to lead and motivate a team
4. Demonstrated ability in working pro-actively and the ability to problem solve.
5. 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.
6. Proven ability to operate office computer applications (word processing, spreadsheets and emails) and experience with point of sale software applications.
7. Demonstrated ability to actively promote sales both individually and as a team.



Desirable

1. Knowledge of invoicing and ordering POS software

KEY RELATIONSHIPS/INTERACTIONS

Retail Manager, Retail staff, VSO staff, Operational Staff, Customers, Suppliers

KEY CHALLENGES

Managing a retail shop in a public space and ensuring good customer service, stock control, staff rostering and teamwork, working towards KPI's and retail goals.

SPECIAL CONDITIONS

Working outside normal business hours (Museum operates 7 days week)

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.