DUTY STATEMENT
UNIFORM SHOP MANAGER

TENURE: Permanent, part-time

SALARY AND CONDITIONS: Salary to be negotiated dependent on qualifications and experience. Annual leave and other entitlements are provided for by the Education Services (Schools) General Staff Award 2010.

POSITION PURPOSE: Reporting to the Director of Marketing and Community Relations (DMCR), the Uniform Shop Manager is responsible for the day to day operations of the shop, which includes sales, customer service, management of staff, and inventory control.

ORGANISATION STRUCTURE:
KEY RESPONSIBILITIES:
The Uniform Shop Manager will support the College’s mission by undertaking the following duties, which reflect the accountabilities and responsibilities that are integral to the successful performance of this position. Duties related to the position include, but are not limited to, the following:

1. **Uniform Shop Management**
   - (a) Create welcoming environment for students, parents, staff and suppliers.
   - (b) Model exceptional customer service.
   - (c) Assist customers with appropriate selection and fitting of uniform items.
   - (d) Respond to customer enquiries or complaints in a timely manner.
   - (e) Liaise with the DMCR and / or Registrar to ensure adequate uniform stock is available for new students.
   - (f) Roster staff and volunteers ensuring appropriate staffing levels for all occasions.
   - (g) Develop and maintain operating procedures and guidelines for the Uniform Shop.
   - (h) Ensure staff and volunteers comply with Health and Safety legislation and Equal Opportunity legislation, and that the College’s values of Integrity, Courage and Respect are maintained.

2. **Administration and Accounts**
   - (a) Undertake administrative tasks associated with the operation of the Uniform Shop including receiving and receipting cash and electronic payments.
   - (b) Inventory management, including seasonal ordering, monthly stock reports, and receipt and sale of second-hand uniforms.
   - (c) Manage timesheets for casual staff.
   - (d) Provide daily sales summaries to Accounts Department.
   - (e) Participate as an active member of the College Uniform Committee.

3. **Staff Expectations**
   - (a) Serve as a good ambassador of the College. This includes conducting oneself in accordance with the professional standards of the College.
   - (b) Ensure all students and parents are provided with a quality service in a timely, efficient and friendly manner.
   - (c) Maintain professional confidentiality concerning information about staff and/or students, and business associated with the Uniform Shop.
   - (d) Strive to implement productivity, quality and service improvements on a continual basis.
   - (e) Remain abreast of current trends through participation in and contribution to professional development activities and relevant professional organisations.
   - (f) Comply with Occupational Safety and Health requirements in the workplace.
   - (g) Ensure that all documents are prepared and presented in a professional format in keeping with the College practice and that high standards of spelling, grammar and punctuation are maintained.
   - (h) Operate as a ‘team player’ at all times and fully support the Principal, Leadership Team and activities of the College.
(i) Work closely and cooperatively with all staff members and volunteers.
(j) Contribute positively and constructively with the College community.
(k) Ensure performance consistent with the ethos, aims and objectives of the College.

4. **Other Duties**
   
   (a) The Uniform Shop Manager may, from time to time, be asked to undertake other duties, as directed.

**SELECTION CRITERIA**

**Essential**

- Experience in managing a retail outlet or uniform store, including supervisory duties;
- a commitment to exceptional customer service;
- an understanding of stock control in a retail clothing setting;
- a commitment to maintaining a safe workplace that is free from discrimination;
- highly developed interpersonal and organisational skills;
- a current Working with Children Clearance (or ability to obtain this clearance); and
- a commitment to supporting the College’s Anglican ethos.

**Desirable**

- Computer literacy that includes a working knowledge of Microsoft Office products and MYOB; and
- previous experience working in an educational organisation.

*The College recognises that Duty Statements are dynamic documents. They are reviewed annually or as required.*

February 2016