

Position Description	
Position Title: Retail Team Leader	Division: Commercial Operations – Retail Operations
Reports To: Manger Retail Operations	Workplace level: To be advised
Loading: Part Time 2 or 3 days TBA	Special: Works to a roster with a requirement for some weekend work.
Date Position Created: 1 February 2012	Position Review Date:

ORGANISATIONAL ENVIRONMENT

The Organisation

Sovereign Hill is Australia's foremost outdoor museum, and enjoys international recognition as such. Sovereign Hill Museums Association is a not-for profit community-based museum organisation that employees 350 people. The organisation includes Sovereign Hill Outdoor Museum, the Gold Museum, Comfort Inn Sovereign Hill, Blood on the Southern Cross (BOSC) and Narmbool.

The Department/Area

The Commercial Operations Department comprises of Entrance Operations, Retail Enterprises, Confectionery Operations, Comfort Inn Sovereign Hill, Narmbool & Blood on the Southern Cross (BOSC). The retail team consists of approximately 70 staff operating Sovereign Hill's 9 historic retail enterprises and 3 contemporary souvenir outlets (Retail Triangle), an online shop and the Sovereign Hill Store (warehouse).

ORGANISATIONAL CHARTER

Purpose

Our purpose at Sovereign Hill and the Gold Museum is to inspire an understanding of the significance of the central Victorian gold rushes in Australia's national story, and at Narmbool of the importance of the land, water and biodiversity in Australia's future.

Mission

Our Mission is to collect, conserve and interpret the mining, social, cultural and environmental heritage of the Ballarat region.

Values

Service

We will ensure that every visitor's experience is satisfying, and that their needs are paramount in our decision-making.

Respect

We will act with respect and free from any form of discrimination in what we say and do towards our colleagues, our visitors, and all with whom we do business; we will respect each other's dignity and right to privacy; and respect the assets we share in doing our jobs.

Safety

We will maintain a safe and healthy workplace for all our visitors and for all who work on our sites.

Integrity

We will act in accordance with international and national codes of ethical practice for museums, including respect for the tangible and intangible heritage we collect, research and interpret; for the primary role of museums as places of lifelong learning; and as individuals, work to help and support colleagues, work diligently to complete tasks, and at all times act honestly.

Responsibility

We will be a socially and environmentally responsible business and employer, and a vital partner in the development of our region; and as individuals, take responsibility for our actions and ensure our decision-making is objective, consistent and complies with policy and legislation.

Sustainability

We will maintain our financial viability and independence by using our resources efficiently and effectively.

PRIMARY ROLE
The Retail Team Leader will assist in overseeing and coordinating departmental activities and lead retail staff with a focus on service excellence, interpretation and presentation.

DIRECT REPORTS
<ul style="list-style-type: none">N/A

KEY WORKPLACE RELATIONS
<ul style="list-style-type: none">Retail Enterprise CoordinatorsManager Retail EnvironmentMerchandise & Retail Development ManagerInterpretive Theatre DepartmentOperations Manager

JOB TASKS AND RESPONSIBILITIES		
Key result area	Weighting	Major activities
Retail Operations & Customer Service	45%	<ul style="list-style-type: none"> • Under the guidance of an operating framework, coordinate daily activities ensuring energy is focused on delivering excellence in the areas of customer service, sales and interpretation • Ensure standards and targets are communicated and achieved • Direct customer service provision as required • Act as a problem solving focal point for all day-to-day departmental issues • Handle basic customer complaints, where applicable
People	40%	<ul style="list-style-type: none"> • Provide visible hour-by-hour, day-to-day coordination and support to staff across the retail department • Ensure systems, including but not limited to the following areas, are adhered to by staff; <ul style="list-style-type: none"> ➢ Cash handling & financial control ➢ Cleaning • Assist with preparation of rosters, where required, manage daily roster changes and rest break cycles • Assist manager to deal with performance-related issues • Assist with the delivery of training programs and schedules aimed at improving aptitude, productivity and performance • Help induct, train and mentor new and existing staff and work experience students across the department
Teamwork	10%	<ul style="list-style-type: none"> • Contribute to delivery of special events, programs and activations as required • Undertake all duties in accordance with Sovereign Hill's policies and procedures including the SHMA Code of Conduct • Wear company supplied uniform in the appropriate manner • Contribute to delivery of special events, programs and activities as required • Perform other duties to aid team effectiveness as required

JOB TASKS AND RESPONSIBILITIES		
Key result area	Weighting	Major activities
Operations	5%	<ul style="list-style-type: none"> • Undertake the responsibilities of the position adhering to: <ul style="list-style-type: none"> ➢ SHMA policies and procedures ➢ The Sovereign Hill Code of Conduct ➢ Equal Opportunity and anti-discrimination legislation and requirements ➢ Occupational Health and Safety (OH&S) legislation requirement • Participate in annual performance reviews, meetings and staff training and professional development as and when required • Foster a culture which values safety as primary consideration in all activities • Any other relevant duties as required

KEY SELECTION CRITERIA
<ul style="list-style-type: none"> • Minimum 3 years experience within a retail or customer service environment is essential • Good communications skills, an outgoing personality and a genuine liking for people • Excellent sales and/or interpretation skills • Exceptional time management skills with the ability to prioritise • Excellent written and verbal communication skills • Strong attention to detail • Ability to remain confidential

QUALIFICATIONS
<ul style="list-style-type: none"> • Experience and/or qualifications in retail, tourism and/or customer service is preferred

REQUIRED LICENCES/CERTIFICATES
<ul style="list-style-type: none"> • N/A

OTHER
<ul style="list-style-type: none"> • Must be eligible to work in Australia

EMPLOYERS APPROVAL OF POSITION DESCRIPTION

Richard Berman-Hardman

Director Commercial Operations

Signature

Date of approval

Janice Shelmerdine

Manager HR & Payroll

Signature

Date of approval

EMPLOYEE ACKNOWLEDGMENT OF POSITION DESCRIPTION

I have received a copy of the Position Description and have read, understood and accept its contents.

Employee Name

Employee Signature

Date