

POSITION DESCRIPTION – Professional Services Staff For levels 1 to 5

Position Title: Retail & Functions Officer Level: 3/4
Faculty/Division: Deputy Vice Chancellor (Research) Department/Location: Science Centre

Primary purpose of the position:

The Science Centre is recognised as one of the region's leading tourism and public educational facilities and a major Hands-on Science and Technology Centre in Australia. The Centre operates two floors of Hands-on interactives, a Planetarium, Science Theatre, workshops and an outreach program. Manage the retail activities of the Science Centre, the kiosk and café and organize catering support for functions and meetings.

Position Environment: (Optional)

The Science Centre provides science awareness and resources to schools and the public. The café, kiosk and shops are key services

Major Responsibilities:

Tasks	Percentage of time	Office Use Only
1. Manage the running of the shop, cashing up, monitoring stock, re-ordering and negotiating. Develop, promote and service function spaces.	50	<input type="checkbox"/>
2. Train and supervise retail staff.	10	<input type="checkbox"/>
3. Source content for the shop, kiosk and functions, liase with suppliers as to new stock and innovative retail marketing opportunities.	30	<input type="checkbox"/>
4. Contribute to the overall management of the Scinece Centre	10	<input type="checkbox"/>
5. Supervisory roles: Communicate and consult with staff on workplace and staffing matters.	Ongoing	<input type="checkbox"/>
6. Observe principles and practices of Equal Employment Opportunity	Ongoing	<input type="checkbox"/>
7. Have WH&S responsibilities, accountabilities and authorities as outlined in the http://staff.uow.edu.au/ohs/commitment/responsibilities/ document	Ongoing	<input type="checkbox"/>

Inherent Requirements:

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;

- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.

Reporting Relationships:

Position Reports to: The Director

The position supervises the following positions: Student interns (retail and café) and volunteers (café)

SELECTION CRITERIA - Knowledge & Skills:

Essential:

- Strong interpersonal and communication skills.
- Demonstrated successful negotiating skills.
- Ability to deliver excellent customer service.
- Ability to use initiative and problem solving skills.
- Ability to liaise with various internal and external stakeholders.
- Ability to work as part of a team.

Desirable:

- Retail and/or hospitality experience.

SELECTION CRITERIA - Education and Experience:

Essential:

- Completion of Higher School Certificate, with participation in a Sciences based subject.
- First Aid Certified.
- Demonstrated supervisory experience of casual staff.
- Demonstrated experience in the retailing of science related educational material.
- Familiarity with science centre or museum retail facilities.

Desirable:

- Experience in staff selection.

Personal Attributes:

- The Retail/Function Manager must be able to discuss educational needs with parents and teachers (a science or science related degree would be an advantage). The Retail/Function Manager must be able to effectively explain concepts to members of the public, retail opportunities, potential sponsors and organize relevant media support. Great communication
- Highly motivated and enthusiastic

Special Job Requirements:

Must be willing and able to travel to gift fairs to select and negotiate stock.

Approval:

Approval by Head of Unit: _____

Date: _____

Approved by Human Resources: _____

Date: _____