



SHRINE OF REMEMBRANCE
MELBOURNE

RETAIL OFFICER
(FULL-TIME / PART TIME / CASUAL)

Grade 2.1

VERSION	1.2	
APPROVED BY HR ADVISER		
APPROVED BY DIRECTOR		
APPROVED BY CHIEF EXECUTIVE OFFICER		

THE SHRINE OF REMEMBRANCE

The Shrine of Remembrance is Victoria's pre-eminent memorial to the service and sacrifice of Australian men and women in times of war and peacekeeping. It is a building with a soul, sharing the stories of extraordinary people whose efforts and experiences have shaped, and continue to shape, our nation.

A Melbourne icon, the Shrine is consistently ranked among the nation's leading visitor attractions. Major redevelopment now facilitates provision of enhanced exhibition, education and learning programs to over one-million people each year.

CHARTER, VISION, MISSION AND VALUES

Charter

The objectives of the Shrine of Remembrance are defined in the *Shrine of Remembrance Act 1978*, as are the duties of Trustees, which are:

1. Responsibility for the care, management, maintenance, preservation of the Shrine of Remembrance;
2. The development, promotion, management and the staging of ceremonial activities and events to commemorate the service and sacrifice of Victorians and Australians in war, conflict, peacekeeping and peacemaking, including, but not limited to, wreath laying and other ceremonial or commemorative activities; and
3. The development, promotion, management and implementation of public programs to inform, education and promote understanding among Victorians and visitors about the history, experience, service and sacrifice of Victorians and Australians in war, conflict, peacekeeping, and peacemaking, including, but not limited to, exhibitions, lectures, publications, school learning and outreach programs.

Purpose

To honour the service and sacrifice of Victorians and Australians in war, conflict, peacemaking and peacekeeping.

Vision

That all Victorians remember, value and commemorate service and sacrifice.

Mission

To engage all Victorians in commemoration through reflection, ceremony, education and learning.

Values

The Shrine will adhere to, and be known for, the values of integrity, loyalty, service, respect and inclusion.

THE OPPORTUNITY

The Shrine is committed to excellence in all its interactions with visitors and this position plays a key role in shaping and enhancing our visitors' experience as part of the Visitor Experience team. Our Retail Officers are responsible for the daily operation of our retail outlet including front line customer service, merchandising, stock processing, stock control, food and beverage provision and contributing to the growth and development of our onsite retail sales.

ORGANISATIONAL RELATIONSHIP

- This position is a member of the Visitor Experience team and reports to the Visitor Experience Manager – Operations (VEMO).
- Direct daily supervision of the role is provided by the designated member of the Visitor Experience (VE) team, under the direction of the VEMO.
- Teamwork is a vital part of this role and is required to be timely, respectful, and inclusive across the Visitor Experience team and the wider Shrine organisation.

DUTIES SPECIFIC TO THE POSITION

- Front line visitor service in the Shrine's retail store including engaging with visitors, processing sales, upselling, facilitating donations and enhancing overall visitor experience.
- Undertake hospitality duties to support the commercial retail objectives including preparation and provision of food and beverages (F&B) and ensure the Visitor Centre dining area is always clean and presentable.
- Stock control including processing incoming stock, re-stocking and assisting the Visitor Experience Manager in ordering and undertaking stock takes, including F&B items.
- Retail merchandising to ensure the presentation of retail stock (including F&B) is visually appealing and attractive and in accordance with set merchandising plans.
- Administrative retail tasks including accurate recording of sales, daily takings, generating reports and maintaining records and administrative duties as prescribed by the designated member of the VE team.
- Assist with the selection and development of new retail lines and opportunities.
- Contribute to the ongoing improvement of the store's daily operations.
- Support within the scope of the position of other Shrine programming and projects, as required.

KEY OUTCOME AREAS

- Delivery of excellent customer service as measured by visitor and supervisor feedback.
- Supporting achievement of key performance indicators including revenue targets.
- Effective stock control according to established procedures and policies.
- Effective retail merchandising as measured in growth in per head sales and profit.
- Completion of administrative tasks according to established procedures and policies.

COMMUNICATION

- Direct face to face, email and telephone communication with external stakeholders including visitors, members of the veteran community and suppliers.
- Liaison with relevant internal stakeholders including volunteers, staff, PSOs, trustees, Life Governors and Governors.

CORPORATE RESPONSIBILITIES

Staff are required to comply with the Victorian Public Sector Code of Conduct and all Shrine policies and procedures and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All staff are required to immediately report any incidents, hazards or near misses to the relevant supervisor and actively participate in hazard elimination as required.

SELECTION CRITERIA

Essential

- Empathy with the objectives of the Shrine of Remembrance.
- Demonstrated experience in a retail environment including the delivery of excellent face to face customer service, cash handling and using EFTPOS and POS systems, stock control and visual merchandising.
- Excellent interpersonal and communication skills with the ability to engage and connect with our diverse visitors.
- Well-developed computer skills and willingness to adapt to and embrace new technology.
- An understanding of financial procedures.
- A positive, can do attitude, the ability to work as part of a team, to be constructive, adaptable, and committed to ongoing improvement.
- Demonstrated organisational and administrative skills including the ability to work independently and proactively with limited supervision.
- Possession of an appropriate Food Safety qualification or willingness to obtain one.
- An understanding of, and commitment to, good occupational health and safety practices.

CONDITIONS OF EMPLOYMENT

- The employer is the Shrine of Remembrance Trustees.
- The position is classified as Grade 2.1 plus employer superannuation and for permanent full and part time staff, annual leave loading.
- The general conditions of employment relating to this position are set out in a Letter of Offer. Other conditions of employment are contained within the Shrine of Remembrance Enterprise Agreement and Shrine of Remembrance Staff Induction Manual, as amended from time to time.
- Hours of work are determined by individual agreements. Permanent full and part time Retail Officers will work agreed hours. Casual staff hours will be determined by a roster.
- Work outside these hours may be required from time to time and is covered by the overtime clause. Weekend and public holiday work will attract overtime.
- Availability, where possible, to work identified peak periods and during major Shrine events, such as Anzac Day and Remembrance Day.
- Annual performance and development reviews will be undertaken in accordance with the Shrine Performance Development Review Guidelines.
- The position is dependent on successful police and 'working with children' checks.
- Appointment is dependent upon satisfactory completion of psychometric testing with the Shrine nominated provider (this does not apply to internal applicants).
- Candidates will be required to undergo and pass a pre-employment medical check and fitness assessment with the Shrine's nominated medical practitioner.
- Provide proof of any post-secondary qualifications or industry accreditations.
- Accessibility: The Shrine will continue to create and maintain an accessible and inclusive environment for staff. The Shrine will give due consideration to any reasonable specific adjustments necessary to the workplace to accommodate a staff member. This position, however, is best suited to people with the ability to stand for extended periods, walk long distances, including up and down stairs, and lift and carry objects.