



**ALL SAINTS'
COLLEGE**



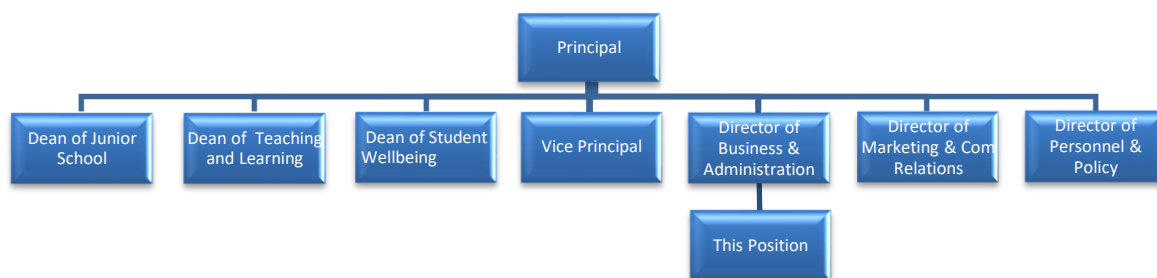
DUTY STATEMENT UNIFORM SHOP MANAGER

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 Business and Administration, the Uniform Shop Manager is responsible for the day-to-day operations of the shop, which includes sales and customer service.

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. Maintain presentation of shop.
- (c) Assist customers with appropriate selection and fitting of uniform items.
- (d) Respond to customer enquiries or complaints in a timely manner, including TSS online customer queries.
- (e) Collaborate with Uniform Admin Manager to roster staff and volunteers to ensure appropriate staffing levels for all occasions.
- (f) Develop and maintain operating procedures and guidelines for the Uniform Shop.
- (g) 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 operations of the Uniform Shop including receiving and receipting cash and electronic payments.
- (b) Provide daily sales summaries to Accounts Department.
- (c) Responsible for the operations of 2nd hand shop (process uniforms for sale, monthly payments to customers). Maintain Student Services loan bank.
- (d) Liaise with the Uniform Admin Manager to ensure adequate uniform is available. Maintain accurate customer order and repair records. Assist with monthly stock counts and annual stock take.
- (e) Responsible for the setup and maintenance of the appointment booking system for summer and winter changeover of uniforms including organising holiday trade.
- (f) 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 (WASUSA – WA School Uniform Shops Association).
- (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' 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;
- highly developed interpersonal and organisational skills;
- computer literacy that includes a working knowledge of Microsoft Office products and retail software;
- flexibility for extra hours of work during summer and winter changeover (including January and April holidays);
- an understanding of stock control in a retail clothing setting;
- a commitment to maintaining a safe workplace that is free from discrimination;
- a current Working with Children Clearance (or ability to obtain this clearance); and
- a commitment to supporting the College's Anglican ethos.

Desirable

- Previous experience working in an educational organisation;
- working knowledge of on-line retail computer packages;
- an interest in basic sewing; textiles.

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

September 2022