

## **Position Description** (Feb 2020)

**Role Title:** Retail Manager (Convenor) - Uniform Shop  
Retail Operations Stream

**Employment Status:** (Casual)

**Reports To:** **The President TGSHS P&C unless otherwise notified**

### **1. Position Description**

To manage the day to day operations of the Uniform Shop and be responsible for the effective and efficient operation of the Uniform Shop placed under your control in accordance with the policies and directions of the TGSHS P&C Association.

To manage staff and volunteers, oversee sales, stock ordering and control, donations of uniforms, promote the shop in the community and be responsible for internal fiscal controls.

To actively promote the objectives and goals of the Parents & Citizens Association within the school community.

To take responsibility for inventory control, promotions, shop presentation and procedures including documentation.

### **2. Role Duties**

- Open and operate Uniform Shop, as per the Association's requirements.
- Proactively communicate with the P&C Executive and suppliers
- Develop and implement written procedures for the store operations, including opening and closing the store; procedures for stock ordering, management, pricing and control; merchandising; donations management; security procedures for staff and volunteers, handling of cash and other relevant procedures as needed. These procedures will need approval by the TGSHS P&C before implementation.
- Receive and receipt payments & issue stock items in accordance with Policies and Procedures established by the TGSHS and in accordance with Education Queensland requirements.
- Manage and use "Point of Sale", computerised sales and inventory systems.
- Manage supply inventory and complete purchase orders as necessary.
- Place orders with suppliers of Uniform items to maintain necessary stocks of each item. Department of Education Queensland purchasing requirements must be adhered to. Report any delays with supply to the **TGSHS P&C**. In cooperation with

your designated Line Manager recommend to the P&C Association any new supplier for the P&C Association to approve.

- Review pricing annually and prepare proposal for TGSHS P&C's consideration.
- Establish a method for price setting including market considerations, current and alternative supplier pricing and appropriate formulas.
- Establish relationships with other P&C Uniform Shop convenors to share information and develop the business further.
- Ensure supplier sizing and pricing is documented centrally and regularly cross-checked.
- Receive and process returns of faulty stock in accordance with Policies and Procedures established by the **TGSHS P&C**. Liaise with the P&C Line Manager in case of any difficulties or anomalies in this regard.
- Receive, check and put away all stock as you receive the delivery or as close as possible. Note any discrepancies on the delivery docket/invoice and report same to the supplier immediately. Advise the Line Manager of all discrepancies and of the outcome of all discussions (written and verbal) with supplier in this regard.
- Establish and maintain a roster for all volunteer workers in the Uniform Shop to ensure that staffing requirements are met where possible and that volunteers' time is used productively. Liaise with P&C President and Executive regarding any problems with or suggestions for the rostering of volunteers.
- Ensure that all volunteer workers:
  - a) Are aware of and comply with the set procedures for signing on and off the Attendance Sheet.
  - b) Are aware of and comply with established Workplace Health and Safety procedures.
  - c) Are trained in correct stock and money handling and recording procedures as documented in **TGSHS P&C** Policies and Procedures.
  - d) Always act in the best interests of the TGSHS P&C and the school at all times.
  - e) Are appropriately attended to in case of injury or illness while on duty and that any such injuries or illnesses are reported to the P&C Association and Administration in accordance with established Administration and P&C Policies and Procedures.
  - f) Ensure volunteers are scheduled to assist in sales period.
  - g) Plan, recruit and prepare a timetable for volunteers.

- Exercise a Duty of Care with regards to all persons (workers, customers, suppliers, and visitors) present in and at the Uniform Shop.
- Conduct a full Stock-Take of Uniform Shop stock at the end of each term or as otherwise requested by the Line Manager. Report results of the Stock-Take to the Line Manager.
- Maintain the Uniform Shop as a professional retail environment – clean, well maintained, stock rotated and correctly stored, sample sizing regularly checked
- Prepare posters, pricelists, Facebook, school newsletters and website communications to alert school community to sales, new products, opening hours, new parent fittings, shop closure, price updates, uniform shop services for new parents etc.
- Process second-hand uniforms for sale, and record and report details of sales as required by **TGSHS P&C** Policies and Procedures.
- Process all online sales and holding aside of stock items in accordance with documented **TGSHS P&C** Policies & Procedures.
- Provide a Financial Report to the Line Manager at the end of each month or as otherwise requested.
- A written report must be provided on a monthly basis to the P&C Executive for delivery to the monthly P&C Meetings.
- Report/Liaise with the Line Manager on a regular basis or as requested.
- Deliver completed financial reports (registers, stock reports, invoice, order, receipt books, etc.) to the Line Manager for auditing purposes at the end of the School year or as otherwise requested.
- Undertake any relevant training as requested by the Line Manager.
- Seek out any training and recommend to your Line Manager.
- Follow the directions of the appointed Emergency officers (e.g. Fire Wardens) and/or the Principal and his/her appointed representatives in the event of an Emergency or an Emergency Drill.
- Follow all lawful instructions as required by Line Manager.
- Comply with the Code of Conduct provided by the P&C Association.
- Treat all customers, colleagues, community members and other stakeholders with respect and dignity at all times.
- Uphold a high ethical and professional standard and represent the P&C Association positively at all times.

### Acknowledgement

I, ..... acknowledge that I have read and understood the duties described in this Position Description and agree to carry out my duties to meet these outcomes to the best of my ability. I also understand that at times I may be required to undertake additional duties relevant to the position that are not listed in this statement and that fall within my competency and skill set. I have received a copy of this Position Description.

(This for is to be signed by the successful candidate or position holder – not be signed by applicants for the position).

#### Employee

Name: .....

Signed: .....

Date: ..... / ..... / .....

#### Supervisor/Manager

Name: .....