

POSITION DESCRIPTION

RETAIL SERVICES ASSISTANT  
THE FRIENDS' SCHOOL SHOP

THE FRIENDS' SCHOOL



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POSITION HOLDER:	Vacant
SECTION:	Administration
POSITION REPORTS TO:	Retail Services Manager
REPORTS TO POSITION:	Nil
CLASSIFICATION:	The Friends' School (General, Early Learning & Fitness Staff) Enterprise Agreement 2021 – General Staff - Classification TFS Level 3
STUDENT CARE:	Yes
PERIOD OF APPOINTMENT:	Permanent
HOURS PER WEEK:	10 hours per week during school term time

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P U R P O S E

The Retail Services team is responsible for ensuring that our students, parents and staff are able to efficiently and effectively purchase uniforms, books and stationery available to support their School life. The School Shop also provides stationery to staff within the School.

P R I M A R Y D U T I E S

- Ensure that you report any child safeguarding issues with the appropriate mandatory reporting processes and promote a culture where children feel empowered to voice their concerns in creating a child safe environment.
- To provide efficient and effective customer service to students, parents and staff in person, over the phone and via email. Respond to queries by selecting from specific choices from established practice or guidelines.
- Undertake stock management through placing stock requests on the stock order sheet or placing book requests on the book order sheet. Raise purchase orders as directed by the Co-ordinator or Manager.
- Undertake stock management of books and stationery including ordering as instructed by the Co-ordinator or Manager.
- To carry out basic daily cleaning within the Shop to ensure the shopfront, change rooms, staff work place and storage areas are well presented.
- Undertake and/or assist with the end of shift reconciliation.
- Assist with stationery orders by checking stock received, invoice matching and recording details in the order book.

- To restock the display of uniforms, books, stationery and related items to students and their families, including second hand uniforms as directed.
- To liaise and direct delivery officers for the Shop to ensure safe and efficient delivery, safe storage, and unpacking of goods.
- To assist with the annual stock, take and end of term stock take process by physically counting stock and reviewing and checking discrepancy report.
- To assist the Manager, as required, by performing straight forward data entry and retrieval in Shop and School computer systems as per documented Level 3 shop procedures.
- To participate in one on one training, first aid, fire warden or other training deemed necessary for staff in the Shop.
- Routine supervision of staff with general direction of these staff. Undertake semi-autonomous work, acting independently to some degree.
- To provide general assistance to the Retail Services Manager and the Co-ordinator, within classification level, as directed.

#### DELEGATIONS

- Nil

#### KEY RELATIONSHIPS

- School Shop staff
- Financial Services staff
- Students and parents

SELECTION CRITERIA

1. Understanding and experience of the 10 National Child Safe Standards which strive to protect children and young people from abuse and neglect.
2. Relevant qualifications in Retail Services Certificate 3 and / or equivalent retail experience.
3. Highly developed customer service, interpersonal and verbal communication skills.
4. Demonstrated written, verbal and problem solving skills.
5. High level of interpersonal skills in dealing with parents, students and staff.
6. Proven ability to prioritise workload and manage day-to-day work.
7. Motivated, well organised and flexible approach to work. Able to work independently to some degree within established systems and guidelines
8. Proven ability to maintain confidentiality.
9. Demonstrated good level of computer literacy, using standard software packages for word processing, spreadsheets, email, point of sale systems, MYOB skills in a retail environment.
10. The ability to work safely in a School Shop environment and be fit to undertake the inherent requirements of the position. Especially moving stock and climbing up ladders.
11. Show Strong support for the Purpose and Concerns and ethos of The Friends' School
12. Must hold a current Tasmanian Working with Vulnerable People card (employment), be fully vaccinated for COVID-19 and have a National Police Check (less than 6 months old).

C O N F I D E N T I A L I T Y

A School environment is one where you will have access to highly confidential information, therefore it is critical for the School to explicitly state the following:

**Definition**

Confidential Information includes, with the exception of information in the public domain, any information:

- disclosed to you by or on behalf of The Friends' School;
- which comes into your possession, or is generated by you, in the course of your employment, whether or not the information was originally supplied by The Friends' School;
- relating to the dealings, financial arrangements, transactions, general affairs, details of suppliers, staff members, agreements entered into with The Friends' School and the financial position of The Friends' School and other matters that do or may affect the financial position or reputation of The Friends' School; and
- relating to internal management of The Friends' School, the structure of The Friends' School businesses, The Friends' School personnel, policies, strategies, plans, or aspects of its future activities.

**Your obligations**

- You are expected to:
- use Confidential Information solely for the purpose of performing your duties;
- take all reasonable precautions as may be necessary to maintain the confidentiality of Confidential Information;
- not remove any Confidential Information from the School's premises without its prior consent;
- not (except in the normal course of carrying out your duties) copy or duplicate any Confidential Information without the consent of The Friends' School and

immediately notify The Friends' School of any suspected or actual unauthorised use, copying or disclosure of Confidential Information.

Signed acceptance of the above position description:

Name: .....

Date: .....

Signature: .....