



POSITION DESCRIPTION

This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification by the Principal, in response to the strategic direction of the School, and the development of the skills and knowledge of the position.

JOB TITLE	Uniform Shop Manager
HOURS OF WORK	Part time - 3 days per week Mondays, Wednesdays, and Thursdays
SCHOOL	Melbourne Girls Grammar Senior School (Merton Hall Campus) 86 Anderson Street, South Yarra, 3141
FACULTY/DEPT	Business Services
REMUNERATION CLASSIFICATION	Educational Services (General Staff) Award 2020
REPORTS TO	The Executive Director, Business Services, Chief Operations Officer and ultimately the Principal.
SUPERVISES	Casual Uniform Shop Assistants
POSITION OBJECTIVE	<p>The Uniform Shop Manager leads the day to day operational management of the MGGS Uniform shop both face to face and online providing exemplary customer services to all students and families.</p> <p>This position effectively manages all shop operations including stock control, stock purchasing, the staffing roster including budget management. Leadership of staff is essential in support of the shop operations, teamwork and customer service.</p> <p>The Uniform Shop Manager creates a welcoming, friendly and helpful environment for students and families. For many parents the Uniform shop is one of their first contacts with the school and therefore important that they receive prompt and courteous service and are able to purchase all of their requirements at one visit.</p> <p>https://www.mggs.vic.edu.au/shop</p>
KEY ACCOUNTABILITIES	KEY TASKS
OPERATIONAL, FINANCIAL AND STAFFING	<ul style="list-style-type: none"> Open and operate the Uniform Shop as a professional retail store in accordance with opening and closing hours as advertised to families on eVI (MGGS Intranet and Parent/Student Portal). Manage the store operating procedures including opening and closing ensuring these processes are documented as standard



	<p>operating procedure and kept up to date with any operational changes.</p> <ul style="list-style-type: none"> • Process sales of Uniform shop items including placing special orders as needed. • Train staff on SOP (standard operating procedure) and keep them up to date on any changes to process. • Maintain the presentation and layout of the shop ensuring high standards of visual merchandising and garment presentation. For example, display garments should be wrinkle and dust free and protected from damage. • In conjunction with the Executive Director, Business Services and Chief Operations Officer review the price list and individual stock margins to determine and set item sale price. • Maintain the Point of Sale (POS) system ensuring the daily reconciliation of sales receipts are completed across all tender types (cash, electronic sales). • Reconciling the EFTPOS machine with Synergetic (MGGS Database) and ensuring daily receipts are reconciled with the actual amount banked. • Operate and reconcile the MGGS Website online store credit card sales. • Check and approve stock invoices for payment in accordance with creditors terms. • Provide all receipts to the Accountant by the end of the next business day. • Prepare rosters for the Uniform Shop Assistants and communicate allocated shifts in a timely manner.
<p>CUSTOMER SERVICE AND ORDER FULFILMENT</p>	<ul style="list-style-type: none"> • Manage all interactions with students and families in a professional and organised way ensuring they feel welcome and are provided with accurate information about uniform fit, sizing and policy. • Communicate clearly and with tact taking into account individual differences. • Escalate any requests which fall outside standard policy and procedure and provide efficient follow up. • Fulfil uniform orders both face to face and online and keep families informed of their status as per shop processes. • Monitor the online store for orders to be fulfilled and process these in the next available business day. • Monitor the Uniform Shop inbox for emails and respond in a timely manner. • In conjunction with the Executive Director, Business Services and Chief Operations Officer review and improve processes and procedures, shop operations and customer service. • Work in consultation with the Marketing and Community Engagement team to ensure the online Uniform Shop ordering



	<p>process runs smoothly for families and is improved and refined and that images of uniform items are correct and updated.</p> <ul style="list-style-type: none"> • Orders in excess of \$3,000 to have prior approval from the Executive Director, Business Services or Chief Operations Officer.
<p>COMMUNICATION AND PROMOTION</p>	<ul style="list-style-type: none"> • Ensure information on the MGGs Website and eVI regarding Uniform Shop hours of operation and services is kept up to date and clear. • Communicate professionally and effectively with stakeholders including students, parents, MGGs Staff and external groups. • Ensure shop signage is kept up to date, clear and abides by the MGGs branding guidelines.
<p>ADMINISTRATION AND STOCK CONTROL</p>	<ul style="list-style-type: none"> • Lead the management of stock turnover ensuring orders are placed just in time for sales and stock is not stored for lengthy periods of time. • Ensure adequate stock levels are maintained for all items of school uniform. • Build and maintain excellent relationships with suppliers, ensuring clear understanding of their order processing timelines and minimum order amounts to inform accurate and efficient stock ordering. • Negotiate with suppliers and build relationships to obtain the highest quality and value for MGGs. Escalate any supplier price changes for discussion with the Executive Director, Business Services or Chief Operations Officer. • Check invoices and ensure all garments received are accounted for as per purchase orders • Issue stock/purchase orders and promptly send invoices to accounts for payment. • Complete the yearly stock take in December once the shop closes for the year. • Merton Hall Reception cover support as needed. • Ad-hoc administration support for Business services and Enrolments teams as needed. • Effectively utilise non term time (school holiday periods) to undertake administration and review of stock items and merchandise projects.
<p>POLICY/OHS</p>	<ul style="list-style-type: none"> • Regularly review the physical environment of the Uniform Shop to ensure there are no hazards which could contribute to slips, trips or falls or any other accident or injury. • Consult with casual staff regarding OHS and any ideas or concerns for consideration or escalation. • Ensure all School policies are adhered to without exception including but not limited to COVID-19 Mandatory Vaccination



	<p>Workers Policy, Child Safety Police and Child Safety Code of Conduct.</p> <ul style="list-style-type: none"> • Notify and report any and all OHS incidents as soon as possible via the CompliSpace Management system and to the Chief Operations Officer.
Staff	<ul style="list-style-type: none"> • Attend staff meetings, Staff days, professional learning when required. • Attend all meetings with the Executive Director, Business Services or Chief Operations Officer or the Principal for operational planning purposes.
Other	<ul style="list-style-type: none"> • Any other duties as requested by the Executive Director, Business Services or Chief Operations Officer or the Principal.
QUALIFICATIONS	<ul style="list-style-type: none"> • Relevant qualifications in retail management, business or administration are highly regarded but not essential. • Current Victorian Employee Type Working with Children Check. • Current Police Check (not more than 6 months old) or willingness to obtain.
SKILLS / KNOWLEDGE REQUIRED	<ul style="list-style-type: none"> • Demonstrated understanding of retail operations and processes for the management of a small retail shop and online order fulfilment system. • Excellent customer service skills including the ability to create a warm and welcoming environment and a personalised service approach. • A risk management and practical safety mindset with the ability to foresee potential issues with shop setup or displays that could pose a risk to public health and safety. • Demonstrated understanding of best practice OHS in a retail context and the ability to plan to mitigate risks before they become an issue. • Ability to train and manage staff to build their skills and competency in customer service and retail operations. • Ability to manage a small retail operation including all aspects of stock control, financial management, security and store presentation. • Advanced communication skills both written, verbal including a friendly phone manner. • Intermediate MS Office skills, specifically Word, Excel and Outlook. • High level literacy and numeracy skills. • High attention to detail and ability to document processes as required.



	<ul style="list-style-type: none"> • Excellent organisational, planning and time-management skills.
Key Competencies	<ul style="list-style-type: none"> • Well-developed communication and inter-personal skills which build and maintain effective and positive working relationships with immediate supervisors, colleagues and key stakeholders including officials. • The ability to represent a brand and promote it professionally to customers (families). • Proactive and collaborative approach to problem solving. • Ability to exercise sensitivity and confidentiality in all dealings. • Planning and forecasting stock purchasing to ensure uniform availability for families. • The ability to supervise and direct staff with a supportive and professional management style. • Initiative to foresee and solve problems and take a proactive approach to problem solving.
Other Requirements	<ul style="list-style-type: none"> • High level of trust, integrity and work ethic. • Proactive, resilient and able to work productively. • Professional and diplomatic approach to work.
CHILD SAFETY	<p>All staff at Melbourne Girls Grammar are expected to take an active role and are well informed of their obligations in relation to Child Safety. The Melbourne Girls Grammar Child Safety Statement is incorporated in the MGGS staff employment cycle from recruitment and reference checking to induction, 3 and 6 month review processes and regular staff training and professional development.</p> <p>Employment with Melbourne Girls Grammar is subject to school policies including the Child Safety Policy, Child Safety Code of Conduct and Child Safety Statement as listed below.</p> <p>Child Safety Statement: Melbourne Girls Grammar</p> <ul style="list-style-type: none"> • has zero tolerance for child abuse • actively works to listen to and empower children • has systems to protect children from abuse, and will take all allegations and concerns very seriously and responds to them consistently in line with the organisation's policies and procedures • is committed to promoting physical, emotional and cultural safety for all children • is committed to providing a safe environment for all children

To learn more about the history, vision, mission and values of Melbourne Girls Grammar, please visit <https://www.mggs.vic.edu.au/>