



Position title	Online Store Manager
National Gallery level	NGA EL1
Position number	2227
Employment type	Non-ongoing (18 months) – Full-time
Department	Commercial Operations
Portfolio	CFO and Commercial
Immediate supervisor	Head of Commercial Operations
Direct reports	Nil
Position location	National Gallery, Parkes, Kamberri/Canberra
Requirements	Australian Citizenship Police Check

## **ABOUT THE GALLERY – ABOUT OUR TEAM**

The National Gallery is one of Australia's leading visual arts institutions. The National Gallery is based in Canberra and is a vital part of the Australian cultural landscape. Our Purpose is to collect, preserve, promote and share the national collection of art. The Vision of the National Gallery is to be the international reference point for art in Australia, inspiring all people to explore, experience and learn. Our Values include boldness, integrity, respect and excellence.

## **WORKING AT THE GALLERY**

When you work at the National Gallery you will be exposed to some of the world's leading Australian and international art and artists. We are located in the National triangle on the waterfront and your lunchtimes can be spent in our beautiful sculpture garden or around Lake Burley Griffin.

We support flexible working practices, including working from home, and you will have access to low-cost, onsite car parking.

The National Gallery is committed to the health, safety and wellbeing of our people and we expect our people to share this commitment and work safely at all times.

We value the contribution that a diverse workforce brings and encourage people from a diverse background to apply. This might include identifying as First Nations peoples, people with a disability, culturally and linguistically diverse people and LGBTQIA+ people.

## **WHAT YOU WILL GAIN FROM THE EXPERIENCE - OVERVIEW OF THE ROLE**

The role is pivotal in delivering a commercially focused online retail operation that is profitable and supports a memorable visitor experience. National Gallery merchandising is an area with significant opportunities to be explored and developed over the short to medium term.

In this role you will work with the Head of Commercial Operations in the development of the online retail plan (the plan), with a particular focus on stocking National Gallery products with alignment to the National Collection and the exhibitions program.

The plan underpins the development of a pilot online store which is fit for purpose and provides a small-scale online presence to test the effectiveness of different products and strategies and to ultimately build a business case for further online expansion. This will include consideration of existing onsite Art Store procedures and operations which can be leveraged and augmented for the delivery of online services.

Key to the delivery of online services will be integration between the inventory management system and the online retail platform. In this role you will be responsible for overseeing the procurement of an inventory management system that enables an optimised shopping enterprise and experience both online and onsite.

Through delivery of the plan, you will enhance audience engagement with curated Art Store products, focusing on growing the volume of products developed from the National Collection, increasing retail revenue and ultimately introducing online processes for National Gallery products.

You will contribute your expertise to practices, policies and processes that will positively shape the online retail offering at the National Gallery.

The Online Store Manager reports to the Head of Commercial Operations and is a non-ongoing full-time role.

This is a full-time, non-ongoing employment opportunity which may become ongoing.

## **SKILLS & CAPABILITY - OUR IDEAL CANDIDATE**

Our ideal candidate will have a passion for retail and delivering excellent customer experiences. This passion is backed by your experience in managing day-to-day retail operations ideally in an art, design or museum environment.

You will have familiarity with online store platforms, product listing management and order fulfilment systems and processes, together with experience in user acceptance testing.

To be successful in this role you will be well organised, show initiative and confidently manage competing priorities. You will have high attention to detail and bring an in-depth understanding of retail operations overall, as well as commercial acumen to drive strong commercial returns in the Art Store. You will understand the key contribution of the Art Store in the visitor journey and look for ways to extend and enhance the experience through online interaction. Through your understanding of the retail e-commerce landscape, you will have the ability to translate business goals into customer experiences.

Our ideal candidate will be a clear communicator and an active listener who responds flexibly to change in a fast-paced environment while building and maintaining relationships. You are committed to collaborative practice and can work well with colleagues across the organisation as well as external stakeholders.

You will understand the procurement process, including research, sourcing strategies, vendor evaluation, and contract management.

Our ideal candidate will have a high level of personal accountability, which will allow you to see tasks through to completion. As someone who develops and seeks out creative solutions to problems, you are passionate about achieving the best possible outcomes for the Art Store, the Gallery, and our visitors (both online and onsite). You believe in continuous improvement and welcome any feedback as an opportunity to grow and improve.

You will exemplify the National Gallery's values and engender a culture of achievement, collaboration and agility.

## THE KEY DUTIES OF THE POSITION - WHAT WILL YOU DO?

In accordance with the APS EL 1 work level standards, you will:

- Be a key part of the development of the plan and implement key elements to achieve desired outcomes.
- Be familiar with online store platforms, product listing management and order fulfilment systems and processes.
- Manage key activities and initiatives that contribute to the National Gallery's strategic priorities with a focus on the online retail store.
- Understand the procurement process, including sourcing strategies, vendor evaluation and contract management.
- You will engage and enthuse key stakeholders in the Art Store team and the broader Gallery in relation to the development of a pilot online store.
- Understand the current end-to-end onsite retail processes and procedures in order to provide advice on potential adaptations that could be made to accommodate online store requirements and to flag potential issues and limitations of solutions proposed by others.
- You will improve business outcomes by keeping up to date on emerging retail trends and undertaking consumer research and peer feedback to inform decisions on the development of National Gallery products for the online store pilot, ensuring a strong connection between the National Collection and exhibitions program.
- Manage multiple tasks and deadlines effectively.
- Be engaged as the Art Store subject matter expert in the development of the online store requirements including the user acceptance testing with internal team members and coordination of feedback and requirements from the broader Art Store team.

## WHO ARE WE LOOKING FOR?

To be successful in this role you will need to demonstrate, or have the ability to develop the following:

The ability to inspire a sense of purpose and direction using your **effective stakeholder engagement skills** to partner across key stakeholders and translate business requirements into best practice for the Art Store strategies and outcomes.

**Versatility, flexibility and creativity** in aligning your work with the strategic priorities of the National Gallery to drive a culture of innovation and organisational improvement.

The ability to **act with integrity**, showing excellent judgement and professionalism in all that you do.

The ability to **communicate with influence**, including negotiating persuasively, understanding and adapting to the audience, and building strong relationships.

The ability to take responsibility to **prioritise your work effectively** in order to **achieve results**, often working with competing priorities and needing to work to deadlines while maintaining accuracy.

## HOW TO APPLY

To apply for this role please go to the National Gallery's **Careers portal**.

You should provide a tailored CV (**maximum of three pages**) along with a **statement** of no more than **two pages** that outlines your skills, capabilities and experience, against the information above.

In your statement response you should keep in mind the capabilities and behaviours required to be successful for this role, as identified in the information above. Try not to duplicate information that can be found in your CV but do highlight any specific examples or achievements that demonstrate your ability to perform the role.

An order of merit may be established from this selection process and may be used to fill future identical vacancies over the next 12 months. Selection may be based on application and referee reports only. If you do not wish to be added to an order of merit, please notify us in your application.

**ELIGIBILITY:**

**Citizenship** – To be eligible for employment with the Gallery, you must be an Australian citizen.

**Police Check** – to be eligible for this role you must complete a police check.

**WORK, HEALTH & SAFETY OBLIGATIONS**

The National Gallery is committed to the health, safety and wellbeing of our people and we expect our people to share this commitment and work safely at all times.

This role is required to ensure that they meet duty of care obligations as required under WHS legislation. This is achieved by:

- being accountable and taking ownership of health and safety matters within their control or ability to promote a culture of health and safety within the National Gallery
- working with colleagues to enhance health and safety and ensure that it becomes a part of everyday National Gallery business.
- completing health and safety reporting in an accurate and timely manner.

**CONTACT**

Further information about the position may be obtained by contacting Elizabeth Malone on +61 2 6240 6603 or [elizabeth.malone@nga.gov.au](mailto:elizabeth.malone@nga.gov.au)