

Position application pack

Position title: Sales Assistant

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If you are deaf, hearing or speech impaired,
you can contact us through the National Relay Service,
TTY call 133 677, Speak and Listen 1300 555 727.



Position description: Sales Assistant

Who we are

The National Museum of Australia is recognised at home and around the world as the place where the story of Australia comes alive. The Museum is the only institution equipped to tell the complex and comprehensive story of Australia from 65,000 years ago to the present day. The story of Australia is a remarkable one, from the ancient and enduring histories of the world's oldest living cultures to the achievements of modern Australia. It is a story that is ever evolving and growing – and it is a story for a nation and for the world.

A snapshot of the Museum



\$70m
annual operating
budget



275
employees



250k+
items in the
collection



650k+
visitors onsite
each year



4m+
national and global
visitors to our touring
exhibitions to date



5m+
visitors online
each year



7m+
visitor engagements
each year

Our vision and mission

- The Museum inspires, challenges and empowers people to find their voice and place in the world.
- We strive to build a just and equitable society that honours and respects the First Nations peoples of this continent and all who have come after.
- We collect, document, research and make accessible heritage collections that represent the diversity of experience in Australia.
- We engage with audiences physically and digitally to promote learning, dialogue and debate about our past, present and future.
- We promote collaborative work across the breadth of artistic and creative practice to enhance the cultural life of our nation.
- We value and respect the commitment and contribution of all who participate in and contribute to the Museum's community.
- The National Museum of Australia brings to life the rich and diverse stories of Australia through compelling objects, ideas and events.

For more information, visit the [website](#).

Our employee commitment

We are dedicated to cultivating a workplace environment where every individual feels valued, connected and empowered to contribute to our collective purpose. Our commitment is to foster a workplace culture that embodies diversity, equity and inclusion. This commitment extends to implementing equitable recruitment practices and making reasonable adjustments to accommodate diverse needs. By embracing the unique perspectives and experiences of every individual, we enrich our organisation and better serve our audiences and communities.

The Museum offers employees a rewarding and purpose-driven experience. We provide meaningful work, diverse learning opportunities, an inclusive community, flexible arrangements and competitive conditions to support our employees in thriving personally and professionally while making a positive impact on Australia's future.

Position:	Sales Assistant
APS classification:	APS Level 2
Employment type:	Part-time, Ongoing (Rostered)
Division:	Growth and Engagement
Business unit:	Commercial
Reports to:	Retail Team Leader
Direct reports:	Nil
Location:	Canberra, ACT
Security clearance:	National police check

Division purpose

The Growth and Engagement Division is pivotal in advancing the Museum's growth and commercial strategies, driving innovation in audience engagement through digital channels, retail, tourism, partnerships, and philanthropy. This division is instrumental in ensuring the Museum's financial sustainability and supporting its future development.

By expanding the Museum's reach both domestically and internationally, the division aligns with the Museum's mission to connect diverse audiences and promote cross-cultural dialogue. Its efforts are central to enhancing the Museum's visibility, fostering meaningful connections, and securing its long-term success.

Business unit purpose

The Commercial business unit is dedicated to driving revenue generation and enhancing visitor experiences at the Museum. Through strategic management of retail operations, venue services, and external sales, the unit aims to maximise commercial opportunities while delivering exceptional customer service. By fostering innovation and collaboration, the unit contributes to the financial sustainability of the Museum and enriches visitor engagement.

Role purpose

The Museum has an exciting opportunity for a professional to join the Retail Team as a Sales Assistant to deliver a high level of customer service in The Museum Shop.

The role of the Museum Shop is to raise commercial revenues while at the same time enhancing visitor experiences through the provision of merchandise that is largely inspired by Museum exhibitions, programs and its unique building.

This position works a 7-day roster and involves manual lifting and long periods of standing. All team members work weekend shifts and public holidays

Key accountabilities

The successful candidate will be experienced in retail sales. This role will require someone to provide effective, efficient customer service to all customers and work towards achieving agreed sales targets. In addition to this you will also:

- Perform retail functions including the processing of sales, online orders, returns and exchanges using an electronic Point of Sale system.
- Providing excellent customer service to customers, assisting them with their purchases and enquires.
- Ability to resolve customer queries and escalate matters when required.
- Opening and closing of the Retail stores including the responsibility of key safety.
- Reconcile the end of day takings in the point-of-sale system.

- Respond to incoming telephone calls in a courteous, friendly and timely manner.
- Assist in achieving sales and service targets of the National Museum Shop.
- Conduct stock monitoring including stocktake, pricing, restocking and ordering.
- Assist with visual merchandising activities under the direction of the management.
- Processing of online and mail-order sales.
- Maintain store cleanliness and tidiness to ensure shop display standards are maintained.
- Assist in the set up and de-installation of in-store events and satellite exhibition shops.
- Adhere to all health, safety and security policies to create a safe environment for customers and staff.

Selection criteria

- Experience in a retail sales environment with the ability to meet KPI's and/or sales targets.
- Well-developed interpersonal skills, including the ability to communicate clearly, concisely and pleasantly with customers.
- Ability to work effectively and flexibly with minimal supervision both as an individual and as part of a team.
- Proficiency in using computer applications such as point of sale systems.

Mandatory core capabilities

Positions at the Museum are assessed in accordance with the Australian Public Service Commission Role Evaluation Framework. The occupant of this position is expected to demonstrate the capabilities, skills and knowledge, and adhere to all relevant aspects and standards described by the:

- [Work Level Standards](#)
- [Integrated Leadership System Capabilities](#)
- [APS Values and Code of Conduct](#)
- [APS Legislative Framework](#)

The Museum also expects all employees to display professional capabilities, as relevant to their position and classification, in accordance with our Workplace values:

Leadership

Demonstrate leadership in how programs are delivered, striving to create a new benchmark in excellence.

Collaboration and connection

Work together to create a culture where collaboration across business units is seamless to delivering the shared vision.

Courage and innovation

Be bold and decisive, embrace challenges and opportunities, and actively seek ways to continually improve and streamline our services for the benefit of the whole Museum.

Agility and resilience

Embrace and respond to change as a normal part of our working environment.

Respect and integrity

Display respect and integrity when working together, embracing the APS values of being committed to service, accountable, respectful, ethical and impartial.

Eligibility

To be eligible to apply for this vacancy, applicants must:

- be an Australian citizen
- undergo pre-employment checks, including a police record check
- hold or be eligible to hold a security clearance at the level specified in the position description.

The National Museum of Australia is an equal employment opportunity workplace. Aboriginal and Torres Strait Islander people and those from culturally diverse backgrounds are encouraged to apply for roles at the Museum.

RecruitAbility applies to this vacancy. Under RecruitAbility you will be invited to participate in further assessment activity for the vacancy if you choose to apply under RecruitAbility; declare you have a disability; and meet the minimum requirements for the position.

The Museum is committed to ensuring a child-safe and child-friendly environment. All employees are expected to demonstrate a commitment to, and support for, these principles, in theory and practice.

To apply

Applicants must include a 1-page pitch addressing their suitability for the role against the selection criteria. Applicants must also provide a resume and contact details for 2 referees.

Applications close at 11.59pm Monday, 10th March 2025.

Visit <http://www.nma.gov.au/about/employment> and apply online.

Reasonable adjustments are available throughout the recruitment process. If you require, or would like to discuss reasonable adjustments, please contact the Contact Officer for this position.