



Museum of Australian Democracy  
at Old Parliament House

## APPLICATION PACK

POSITION DETAILS	
Reference No	NP
Title	Retail Shop Manager
Classification	APS Level 6
Employment Type	Ongoing
Working Hours	37hours and 30minutes
Salary	\$83,382 – \$96,004 + 15.4% Superannuation
Section	Partnership and Development
Team	Retail
Conditions	Baseline security clearance
Contact Officer	Karen Pittar on 02 6270 8106
Opening Date	26 September 2023
Closing Date	8 October 2023 (11:59pm)

## DIVERSITY AND INCLUSION

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The Museum of Australian Democracy (MoAD) prides itself on promoting diversity and inclusion within the organisation, and as such encourages applications from the diverse Australian community. This includes Aboriginal and Torres Strait Islander people, people that identify as having a disability, people of all ages, people that identify as belonging to the LGBTIQ+ community and those from culturally and linguistically diverse backgrounds.

To assist in the application process, we accommodate requests of reasonable adjustment for people with disabilities. If you have an individual requirement that needs to be accommodated in order to participate in an interview, please indicate this on your application cover sheet or advise the contact officer.

## **MUSEUM OF AUSTRALIAN DEMOCRACY (MoAD)**

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Housed in one of Australia's most prominent national heritage listed buildings, the Museum of Australian Democracy at Old Parliament House was the first museum in Australia dedicated to telling the story of the journey of our democracy. It seeks to provide a range of innovative exhibitions, tours, interpretation, education programs and public activities that will inspire and challenge visitors to explore democracy from its ancient roots to the present day and possible futures.

The MoAD Shop carries a range of products inspired by and linked to the operations of Provisional Parliament House, the heritage listed Old Parliament House, Parliamentarians, Exhibitions offered by MoAD, as well as general tourist items and products inspired by Canberra.

## **ABOUT THE POSITION**

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The Partnerships and Development team at MoAD is seeking an experienced, energetic and passionate retail manager with a creative vision to lead the growth of the MoAD retail shop. The successful applicant will preferably have experience in a cultural institution store and share our vision for taking a curated concept approach that engages audiences and extends the MoAD experience.

You will have a strong vision to transform our shop experiences both onsite and through e-commerce. Working with our marketing team you will also create and deliver marketing materials, particularly across social media and other digital channels.

You will be committed to ensuring visitors and external stakeholders have an excellent customer experience by creating a friendly, welcoming environment, working in close coordination with teams across MoAD.

The position is responsible for overseeing all aspects of the MoAD shop including purchasing, merchandising, point of sale management, reconciliation, inventory control, and management of shop staff (shared with Museum Experience and Volunteer Coordinator).

## KEY ATTRIBUTES

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Our ideal candidate will have:

- Experience in retail management or buying roles including bespoke product development, preferably in the cultural sector.
- Proven history of developing and maintaining effective relationships with suppliers and trade partners.
- Commercial acumen with the ability to produce and use detailed analytics to drive sales and operations and meet targets, this includes a working knowledge of sales and stock control systems.
- Excellent interpersonal and strong customer service skills and demonstrated experience to work collaboratively in a team environment.
- Demonstrated organisational, management and computer skills using MS Office, e-commerce platforms, adept in the operation of a POS system and other database systems.

## DUTIES

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Reporting to the Head of Development and Partnerships the successful applicant will:

- Be responsible for all aspects of inventory, supplies, purchasing, inventory control and merchandising both onsite and e-commerce.
- Oversee daily operations and sales reconciliation within point of sales (POS) system, tracking/deposits.
- Train, inspire and support Museum Experience Officers with shop operational aspects (e.g. POS, merchandising, sales targets, online shop fulfillment and shipping).
- In conjunction with the Development and Partnerships team prepare an annual budget, business plan, monitor sales trends, and track monthly sales figures
- Work with Digital and Museum Experience teams to establish an online shop.
- Work with marketing to establish appropriate promotions, advertising, print, web, and social media material.
- Maintain excellent relationships with local, regional, and nationally located wholesalers and stockists.
- Track merchandise for reorder or sales trends and prepare analytics using POS system and e-commerce platform.
- Manage displays and promotions including seasonal/holiday promotions and collaborative opportunities with MoAD programming, learning and events.
- Create a suite of MoAD branded merchandise and strengthen line of First Nations products.
- Other duties as assigned.

## YOUR APPLICATION

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- Please provide a concise statement of claims of no more than 2 pages.
- When framing your statement, please ensure you adequately demonstrate your skills, qualifications and experience against the duty statement and key attributes for this position.

## APPLICATION DETAILS

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Your application must include:

- A completed application cover sheet (available on the [MoAD website](#))
- Concise statement of claims (no more than 2 pages)
- Resume outlining your career history, qualifications, and contact details for at least two recent referees (no more than 2-4 pages)

## ELIGIBILITY

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Employment with the Museum of Australian Democracy is subject to the following conditions:

- **Citizenship** – To be eligible for employment with MoAD, applicants must be an Australian Citizen.
- **Security Clearance** – The successful applicant will be required to undergo and maintain a security clearance at the baseline level.

## SUBMISSION OF APPLICATION

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Your application should be submitted by the closing date to



[applications@moadoph.gov.au](mailto:applications@moadoph.gov.au)

- Your application will be automatically acknowledged. If you do not receive an automated receipt, please contact the Recruitment Officer on 02 6270 8118.
- Applications received after closing will not be accepted unless prior arrangement has been made with the contact officer.