



Museum of Australian Democracy  
at Old Parliament House

## CANDIDATE PACK

POSITION DETAILS	
REFERENCE NO	NP
TITLE	Retail and Online Shop Coordinator
CLASSIFICATION	APS Level 4
EMPLOYMENT TYPE	Non-ongoing
WORKING HOURS	Full-time
OFFICE ARRANGEMENT	On-site
SALARY	\$75,385 - \$81,775 pa + 15.4% Superannuation
SECTION	Development & Commercial
TEAM	Commercial
ELIGIBILITY	<ul style="list-style-type: none"><li>• Australian Citizenship</li><li>• Security Clearance (after commencement)</li><li>• Working with Vulnerable People Registration</li></ul>
CONTACT OFFICER	Karen Pittar on 02 6270 8106
OPENING DATE	Thursday 15 May 2025
CLOSING DATE	Wednesday 28 May 2025 11:59pm
SPECIAL NOTE	<p><b>This is a non-ongoing opportunity for a period of 12 months with the possibility of ongoing.</b></p> <p>Suitable candidates may be placed in a merit pool from this selection process and the pool may be used to fill similar ongoing or non-ongoing roles. Non-ongoing vacancies filled from a merit pool may be offered a specified term.</p>
RECRUITABILITY	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. For more information visit the <a href="#">APSC website</a> .

## ABOUT US

The Museum of Australian Democracy (MoAD) at Old Parliament House is located inside a heritage-listed building that was once home to Australia's Parliament (1927 to 1988).

True to our building's original brief, we provide a 'people's place', where big ideas are explored.

We share the story of Australia's democracy through exhibitions, events and education programs, as well as through our rich online collection of stories, objects and resources.

At MoAD, we celebrate the Australian democratic journey. We seek to provoke thought and inspire conversation by sharing stories and objects that played a part in shaping the nation as it is today.

Careers at MoAD are varied, from human resource officers, exhibition curators, heritage officers and learning facilitators, to digital producers, finance officers and IT specialists. We are a small agency, working in a dynamic environment, sharing our democratic and political history in a heritage-listed building.

MoAD is an inclusive and rewarding workplace that values the contributions of all our staff. We encourage applications from First Nations Australians, people with a disability, culturally and linguistically diverse people and LGBTQIA+ people. We are committed to a safe and supportive workplace which includes flexible working practices.

MoAD employees are engaged under the [Public Service Act 1999](#) and are subject to the terms and conditions of employment in the [OPH Enterprise Agreement 2024-2027](#).

## POSITION DETAILS

The MoAD Shop is a key part of the visitor experience, offering a curated range of books, gifts, and merchandise that reflect the museum's values and exhibitions. Branded as The Shop at Old Parliament House, it operates both in-person and online, serving a diverse customer base including tourists, school groups and local visitors.

As part of a small and hands-on retail team, this position supports the daily operations of The Shop at Old Parliament House. The role provides practical support across the online store (Shopify) and the physical shop floor, helping ensure a smooth, professional, and engaging retail experience for all customers. Working under general direction from the Shop Manager, the role provides support with online order fulfilment, customer service, inventory processes, and shop floor presentation. It requires a strong attention to detail and a collaborative approach.

## **ROLE RESPONSIBILITIES and DUTIES**

Under the direction of the Retail Manager the Retail and Online Shop Coordinator will be required to:

- Assist with the day-to-day operations of The Shop at Old Parliament House, both in-store and online
- Pick, pack, and dispatch online orders through Shopify, ensuring accuracy and timely delivery
- Respond to customer enquiries via email, phone, or in-person, providing a high standard of service
- Receive stock deliveries, check invoices, unpack items, and update inventory records
- Maintain stock levels by restocking shelves, rotating stock, and procurement processes such as raising purchase orders and processing invoices
- Maintain product displays and visual merchandising to ensure a tidy and engaging retail environment
- Upload and maintain online product listings, including descriptions, pricing, and imagery
- As required, provide support and supervision to APS3 Museum Experience Officers (working in the Shop) and contribute to a collaborative, customer-focused shop culture

## **OUR IDEAL CANDIDATE**

Our ideal candidate will have:

- Experience working in a retail environment, with a strong understanding of shop floor operations and customer service standards
- Knowledge of point-of-sale systems and experience handling sales transactions accurately
- Demonstrated ability to merchandise and restock products to maintain a tidy, visually appealing retail space
- Experience receiving and processing stock deliveries, including checking invoices and updating inventory systems
- Familiarity with eCommerce platforms such as Shopify, including uploading products and fulfilling online orders
- Confidence in dealing with a variety of customers, including tourists, school groups and regular visitors
- Strong attention to detail and accuracy in processing orders and managing inventory
- Good written and verbal communication skills, with a professional and courteous approach to customer service
- Sound organisational and time management skills, with the ability to manage competing priorities
- The ability to work collaboratively in a small team and contribute to a positive work culture

## YOUR APPLICATION

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, experience and capabilities.
- Resume outlining your career history, qualifications and contact details for at least two recent referees (no more than 4 pages).
- coversheet from the [MoAD Website](#).

MoAD accommodates requests for reasonable adjustment for people with disabilities to participate in an interview, including offering onsite tours to potential employees before their interviews to gauge any possible access barriers and to comfortably see staff spaces before committing to interview or the job position. Please indicate this in your cover sheet or contact the recruitment officer on 02 6270 8192 or 02 6270 8235.

## ELIGIBILITY

To be eligible for this position at MoAD, applicants must:

- be an Australian Citizen; and
- have or obtain a Working with Vulnerable People registration prior to commencement; and
- have a security clearance or be willing to undertake the process to obtain a baseline clearance (after commencement); and
- be willing to provide identity documents and undergo an identity pre-employment check through a Document Verification Service, if you are deemed to be the successful candidate.

## SUBMISSION OF APPLICATION

Your application should be submitted by the closing date to [applications@moadoph.gov.au](mailto:applications@moadoph.gov.au)

For noting:

- Your application will be automatically acknowledged. If you do not receive an automated receipt, please contact 02 6270 8235 or email [recruitment@moadoph.gov.au](mailto:recruitment@moadoph.gov.au)
- Applications received after closing will not be accepted unless a prior arrangement has been made with the contact officer