



## Position Description

# Uniform Shop Manager

Roseville College is an established, respected independent day school for girls in Preparatory to Year 12, centrally located in Roseville on Sydney's North Shore since 1908. Ours is a learning community where girls and staff are truly known, and where every individual is valued. Our vision, to raise future-ready women who lead proficiently with strong character, is underpinned by the Christian faith.

The Roseville College staff comprises visionaries, innovators, pioneers and co-learners, who appreciate this as a meaningful, inspiring and progressive workplace where they are enriched, equipped and empowered for a fulfilling career and to make a positive impact on student generations.

### Broad objective

The Uniform Shop Manager provides excellent customer service to current and prospective College families, welcoming them into the College community. The Uniform Shop Manager carefully manages inventory, maintains efficient operations, and takes pride in a professionally presented retail store.

This is a permanent role, 2 days per week, during school term time.

### Key relationships

- Current and Prospective Parents
- Current and Prospective Students
- Uniform suppliers and external stakeholders
- Principal
- Executive
- Registrar and Enrolments Staff
- Sport and PDHPE Staff
- Finance Staff

### Reports to

Assistant Director of Business Services

### Direct reports

Uniform Shop Assistant

### Key responsibilities

#### **Sales and Customer Experience**

- Deliver excellent customer experience for parents and students.
- Management, supervision and oversight of all shop functions including opening and closing of the College store.

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- Organise and conduct personal fittings for new students.
- Deliver courteous, efficient and friendly service to parents, staff, students and all other members of the College Community.
- Develop the College Uniform Store online presence, ensuring customer convenience and a high level of visual representation in line with College brand guidelines.
- Picking and packing of customer online orders, ensuring items are attractively packaged and well cared for in transit.
- Be available, within reason and with notice, for extra hours during busy back to school periods, and at other times as required.

## **Stock Management and Stewardship**

- Actively manage stock to minimise inventory.
- Analyse and understand sales trends.
- Ensure stock is safely and neatly stored to maintain care of all items and prevent damage.
- Perform regular stock-takes and reconcile to stock management system.
- Place orders with suppliers, managing frequency and size of orders to minimise inventory.
- Build productive and professional relationships with suppliers, liaising with them regarding pricing, quality control, new samples, invoicing and any changes affecting supply of uniforms.
- All administration and correspondence associated with the Uniform Shop, including documenting and maintaining procedures.
- Set, monitor and adjust prices in consultation with relevant school staff and the Head of Business Operations.
- Accounting functions including:
  - Ensure that delivery dockets agree to stock delivered/received;
  - Ensure that Uniform Shop invoices issued by suppliers reconcile to delivery dockets;
  - Submission of invoices for payment;
  - Accountability of banking and security of cash – including end of day banking and settlement in accordance with College policies.

## **Management of Team Members and Volunteers**

- Organise work rosters for uniform store staff.
- Train new staff.
- Train and supervise volunteers.

## **Welcoming/Attractive Environment**

- Ensure that families are welcomed into the College community in a professional, courteous and friendly manner.
- Take pride in a well-presented, welcoming space.

## **Improvement**

- Deliver efficiency and improvements in Uniform Store operations.

## **Child Safety**

- Uphold the highest standard of child safety culture and awareness.

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- Report all concerns regarding the safety of our students to the Principal or their delegate, in accordance with the College's child protection policies.
- Develop and maintain a thorough understanding of child protection obligations by reviewing the College's child protection policies and completing mandatory induction and ongoing training.

## Risk and Compliance

- Adhere to the College's policies and procedures, importantly the Critical Incident Management Plan, Work Health and Safety (WH&S), code of conduct, child safety and emergency response practices.
- Consistently uphold Roseville College's values and comply with all school policies and procedures.

## Additional responsibilities

- Fulfil the requirements of this position description and other duties as reasonably required from time to time.
- Any other ad hoc requests per the needs of the College or at the request of the Principal or delegates.

## Qualifications, skills and experience

- Demonstrated commitment to Christian values.
- Substantial experience in retail management relating to women's or children's fashion. School uniform experience is desirable.
- Keen focus on the customer experience.
- A high level of management, sales and administrative skills.
- Warm and welcoming manner.
- Track record of excellent and professional service.
- Intermediate level of computer literacy including Word, Excel and Outlook.
- Experience in using computerised retail point of sale systems (experience in Lightspeed desired).
- Highly organised with excellent attention to detail with the ability to identify priorities.
- Excellent verbal and written communication skills (with staff, parents, suppliers and students) with strong attention to detail and literacy.
- Ability to work in a team as well as being self-motivated and able to work autonomously.

## Essential characteristics

- Passion for retail.
- Exceptional verbal and written communication and interpersonal skills.
- Integrity, honesty and professionalism.
- Customer focused and results driven.
- Collegial and collaborative.
- Self-motivated, takes initiative and work with limited supervision.
- Adaptable, able to work well under pressure and manage competing deadlines.

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This position description is subject to change based on College requirements.

Roseville College is a member of the Anglican Schools Corporation (ASC).

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