

## POSITION DESCRIPTION

# UNIFORM SHOP MANAGER

Position Title	Uniform Shop Manager
Reporting to	Business Manager
School Values	Respectful Relationships Responsible Citizen Adventurous Learner A True and Courageous Self

Wilderness School is a non-denominational girl's school educating students from Early Learning Centre through to Year 12. Since 1884, Wilderness School has prepared girls to be adventurous, courageous, responsible and respectful learners and leaders. The legacy of our Founders, the Misses Browns, continues today and is a rich and integral part of our School culture.

Staff members at Wilderness School are required to uphold the values and the reputation of our school and community by:

- Conducting their relationships with respect and kindness.
- Demonstrating high behavioural, moral, ethical and professional work standards.
- Working together to successfully manage change.

Wilderness staff are highly competent, passionate, and engaging in their practice.

### Role Purpose:

The Uniform Shop Manager is responsible for the day-to-day operations of the Uniform shop, ensuring smooth functioning and exceptional customer service. This role includes coordinating inventory levels, stock rotation, orders, and ensuring service delivery exceeds expectations.

### Key Areas of Responsibility

Operations
<ul style="list-style-type: none"><li>• Manage stock purchase orders ensuring uniform stock is delivered as required.</li><li>• Ensure sales and returns, EFTPOS, cash, credit card, student and staff transactions are recorded and entered accurately.</li><li>• Communicate and negotiate with suppliers to ensure competitive pricing and quality of Wilderness uniforms.</li><li>• Prepare sales budgets and buying plans and measure results based on plans.</li><li>• Regularly check retail prices with profit margins.</li><li>• Undertake reporting and financial management including weekly and monthly transactions, balancing daily takings and banking.</li><li>• Manage second hand uniform processes.</li><li>• Manage, process and update Flexischools online uniform orders.</li><li>• Manage POS and inventory management system (Retail Touch) including:<ul style="list-style-type: none"><li>- monthly reporting</li><li>- purchase orders</li><li>- Twice-yearly stock take</li><li>- stock receiving</li><li>- record keeping</li><li>- boarding Student account statements</li></ul></li><li>• Establish and maintain networking relationships with other Uniform Shop managers, suppliers, and manufacturers monitoring trends, changes in fabrics, printing techniques and manufacturing.</li><li>• Edit and update the Wilderness Uniform Handbook yearly with relevant changes and price updates.</li><li>• Work collaboratively with the Principal on uniform upgrade recommendations.</li><li>• Lead and manage staff and volunteers ensuring customer service and work practices align with the School's values and expectations.</li><li>• Engage in visual merchandising and ensure stock is displayed in an attractive, presentable and safe manner.</li></ul>

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<b>Students</b>
<ul style="list-style-type: none"><li>• Communicate with new families (liaise with Registrar) for new student uniform fitting appointments in November using an on-line booking system.</li><li>• Manage special clothing requirements for staff and students, e.g. Assist with the design and implementation of Year 12 leavers jumpers and event clothing including camps, school trips etc.</li><li>• Organise and manage exchange student uniforms.</li><li>• Organise and manage international and boarding student Uniform Shop accounts.</li><li>• Coordinate embroidery for awards recognized on Blazers.</li><li>• Allocate and manage inter-school sport uniform numbers and orders.</li></ul>
<b>Compliance and Risk Mitigation</b>
<ul style="list-style-type: none"><li>• Ensure compliance by adopting safe work practices and all statutory, legal and ethical obligations.</li><li>• Ensure compliance with Wilderness policies and procedures as well as reasonable directions.</li><li>• Identify and implement risk minimising strategies and practices.</li></ul>
<b>Collaboration and Teamwork</b>
<ul style="list-style-type: none"><li>• Contribute to the team's achievement through collaborative work practices.</li><li>• Actively work together, share knowledge and practices.</li><li>• Deliver high-level customer service to internal and external customers.</li></ul>

## Key Requirements:

<b>Qualifications and Experience</b>
<ul style="list-style-type: none"><li>• Proven experience leading and managing within a retail environment.</li><li>• Proven experience managing stock/inventory and financials with a strong ability to develop and monitor budgets, expenses and compile reports.</li><li>• Excellent customer service and relationship management skills.</li><li>• Experience in Point of Sale (Retail Touch) or equivalent systems.</li><li>• Extensive organisational and time management skills.</li><li>• Experience demonstrating a collaborative, enthusiastic and inclusive approach to work and a strong ability to build relationships based on trust.</li><li>• Demonstrated project coordination experience engaging stakeholders, communicating, establishing and driving results, and measuring outcomes.</li><li>• High proficiency in Microsoft 365 and ability to learn new platforms</li></ul>
<b>Personal Qualities</b>
<ul style="list-style-type: none"><li>• Outstanding attention to detail, commitment to customer service and ongoing improvement.</li><li>• Personal sense of initiative, enthusiasm, and high energy.</li><li>• Solutions orientated and the ability to work autonomously.</li><li>• the ability to collate and analyse information from a wide range of sources, and an ability to relate tasks to the wider context.</li><li>• Highly developed communication skills.</li><li>• A flexible approach to work and being adept at organising, prioritising, remaining calm under pressure and managing multiple tasks to meet strict deadlines.</li><li>• Demonstrated problem solving capabilities – the ability to identify effective solutions, anticipate needs, manage competing priorities and adeptly manage stakeholders.</li><li>• A resourceful team member who can operate in a collaborative and inclusive environment.</li><li>• Understanding of and commitment to the Wilderness School Values.</li></ul>
<b>Conditions</b>
<ul style="list-style-type: none"><li>• Some flexibility in regard to ad hoc out of hours' work is a required component of this role.</li><li>• Work from any other metropolitan location as required.</li><li>• The School reserves the right to modify and adjust position descriptions to meet its operational and strategic need.</li><li>• The successful applicant will be required to undergo a Working with Children Check, Responding to Risks of Harm, Abuse and Neglect Training and National Police Check. In addition, you are required to adhere to the School's Child Protection Policy.</li></ul>

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### Acknowledgement:

I have received, reviewed and fully understand the position description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Signed:

Date:

Print Name: