



ROLE STATEMENT

THE POSITION:	MERCHANDISE ASSISTANT
POSITION NUMBER/CLASSIFICATION:	7035 / VPS 2.2
REPORTS TO:	Mechandise Coordinator
WORK UNIT:	Commercial Operations
ORGANISATION:	National Gallery of Victoria (NGV)
LOCATION:	180 St Kilda Rd, Melbourne 3004
DATE OF REVIEW	July 2018
VISION	Creating an inspiring future: enriching our understanding of art and life.
PRIMARY FOCUS OF THE POSITION:	This position will assist with the retail buying and product development program for NGV branded merchandise and 3 rd party merchandise, for the NGV design store and online store, focusing on the NGV exhibitions and collection programs.
1. ACCOUNTABILITIES (DUTIES):	<p>In fulfilling the primary focus of the position the incumbent will typically:</p> <ol style="list-style-type: none"> 1. Assist with the retail merchandise development program of NGV branded merchandise, provide support with supplier liaison, source quotes, calculate production costs/pricing, and submit production ready files to suppliers for manufacturing. Oversee sampling program, generate and submit purchase orders, oversee delivery schedule, process invoices and related paperwork. 2. Assist with the buying function for 3rd party merchandise, support supplier liaison, generate and submit purchase orders, oversee delivery schedule and process invoices and related paperwork. 3. Assist the Manager, Planning Books and Publications, with the buying function for 3rd party books and publications. Support supplier liaison, generate and submit purchase orders, oversee delivery schedule and process invoices and related paperwork. 4. Maintain direct relations with key retail staff, all suppliers, external stakeholders and internal staff for the development of NGV branded merchandise and 3rd party buying. 5. Assist with maintenance of buying plans, financial and general reports and analysis of buying and sales. Assist to roll out merchandise exit strategies. Maintain POS/Inventory database and ensure accurate product and supplier records are kept. 6. Assist with image reproduction information, work with relevant staff to provide data for copyright image use clearances and artist fee/licensing fee applications, for all NGV branded merchandise. Ensure that records are created and managed according to the Records Management policy and procedures. 7. Assist with maintenance of image files and collation of product / related materials information for online store merchandise and in-store signage program. Work closely with the Merchandise Coordinator and Retail



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	<p>Designer to prepare all content to submit to the Inventory and retail sales teams.</p> <ol style="list-style-type: none"> 8. Assist in preparation of images and related collateral for the retail marketing and media program. Assist Merchandise Coordinator with the maintainance of the retail social media schedule. Work on related retail activities with the retail team, as directed. 9. Contribute to departmental and team goals and participate in organisational initiatives and activities as required (including ensuring a safe and healthy environment for colleagues, visitors and stakeholders). 10. Participate in and support organisational change initiatives and model NGV values and behaviours.
<p>2. THE PERSON – KEY SELECTION CRITERIA</p>	<p>To achieve the purpose of the position, the following attributes are required:</p> <ol style="list-style-type: none"> 1. Experience in an assistant retail merchandise and book buying/development role. 2. <u>Organising and planning</u>: identifies processes, tasks and resources required to achieve a goal, identifies more and less critical activities and operates accordingly, reviewing and adjusting as required; develops and implements systems and procedures to guide work and track progress and recognises barriers and finds effective ways to deal with them. 3. <u>Written and verbal communication</u>: prepares briefs, letters, emails and reports using clear, concise and grammatically correct language and uses appropriate style and formats. Confidently conveys ideas and information in a clear and interesting way and sees things from others' points of view and confirms understanding. 4. <u>Commercial skills</u>: continually seeks more efficient ways of operating, costs whatever work is done, focuses on strategies to achieve the greatest benefits for investment and continually strives to achieve the best service or product with the resources available. 5. <u>Resource management</u>: prepares and monitors expenditure against budgets, raises resource issues in a constructive and solution-focussed way and uses honest, transparent and appropriate purchasing processes. 6. <u>Drive and commitment</u>: demonstrates capacity for sustained effort and hard work, accepts changed priorities without undue discomfort, adaptable, remains calm and in control under pressure and enjoys a vigorous and dynamic work environment. 7. <u>Relationship building and teamwork</u>: establishes and maintains relationships with people at all levels, forges useful partnerships with people across business areas, functions and organisations, builds trust through consistent actions, values and communications, cooperates and works well with other in the pursuit of team goals, collaborates and shares information and accommodates and works well with the different working styles of others.
<p>3. OTHER RELEVANT SKILLS, KNOWLEDGE AND EXPERIENCE</p>	<ul style="list-style-type: none"> • An interest in or appreciation of the Arts.



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4. KEY RELATIONSHIPS	<p>Build and maintain effective working relationships across the NGV and with external key stakeholders; and in particular with the following:</p> <ul style="list-style-type: none">• Manager, Commercial Operations.• Other members of the Commercial Operations team, including the Inventory Manager, Inventory Assistant, Manager, Books, Publications and Financial Planning, Shop Supervisor and Retail Sales Assistants.• Other NGV departments, such as Marketing, Finance, Publications and Photographic Services.
5. OTHER RELEVANT INFORMATION	<ul style="list-style-type: none">• The National Gallery of Victoria is an Equal Opportunity Employer and operates a smoke free work environment.• Hours of duty will be according to work unit requirements.• All employees of the National Gallery of Victoria are required to undergo security clearances performed by Australian Federal Police, and are required to undergo Human Resources and Risk, Safety, Security & Environment Inductions.• In line with the <i>Child Wellbeing and Safety Amendment (Child Safety Standards) Act 2015</i>, the National Gallery of Victoria (NGV) is committed to upholding the Victorian Child Safe Standards, to the best of its abilities and resources.• It is the employee's responsibility to familiarise themselves with, understand and adhere to NGV's Policies and Procedures as varied from time to time.• The NGV requires all employees to have an understanding of its Risk Management Framework.• Conditions of employment are pursuant to the NGV's Enterprise Agreement.• All new appointments are subject to a three month probationary period which may be subject to review.
6. ABOUT THE ROLE STATEMENT	<p>As the National Gallery of Victoria evolves to meet the changing needs of the Victorian Public, so will the roles required of its entire staff. As such, staff should be aware that this document is not intended to represent the role in which the occupant will perform in perpetuity. This role statement is intended to provide an overall view of the incumbent's role as at the date of this statement. In addition to this document, the specifics of the incumbent's role will be described in local area work and project plans, and in performance plans developed by the incumbent and relevant supervisor as part of the National Gallery of Victoria's performance management process.</p>
7. EMPLOYEE ACCEPTANCE	<p>Signature: _____</p> <p>Name: _____ Date: _____</p>



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8. MANAGER AUTHORISATION	Signature: _____ Name: _____ Date: _____
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