

# Role Description

## Inventory Officer



Cluster	Enterprise, Investment and Trade
Department/Agency	Museums of History NSW
Division/Branch/Unit	Museum Operations & Visitor Services / City Museums Portfolio
Role number	RET002
Classification/Grade/Band	Clerk Grade 1/2
ANZSCO Code	621111
PCAT Code	1119192
Date of Approval	1 July 2016
Agency Website	<a href="http://www.mhnswn.au">www.mhnswn.au</a>

### Agency overview

Museums of History NSW (MHNSW) is an executive agency within the NSW Department of Enterprise, Investment and Trade and reports to the NSW Minister for the Arts. MHNSW is administered under the Museums of History NSW Act 2022.

MHNSW brings together the museums, historic houses, and associated collections previously in the care of Sydney Living Museums with the vast collection of more than 13 million items held by the NSW State Archives. This includes one of the world's most complete and important collections documenting colonisation.

Providing greater access to and understanding of our state's rich and varied histories, stories and cultures is paramount to MHNSW with truth-telling and respect at the core of our approach. With a formidable asset base worth \$1.6 billion, we are focused on growing, managing, preserving and providing public access to the State Archives Collection and the objects, materials, buildings, places and stories that shape the historical, social, political and cultural identity of NSW.

MHNSW also operates commercial services that contribute significantly to the organisation's sustainability, including retail, food and beverage, venue hire, commercial records storage, records management, digitisation, and consultancy services.

### Primary purpose of the role

Provide coordination and planning of Museums of History NSW's retail merchandise and publications to increase self-generated revenue.

### Key accountabilities

- Monitor inventory levels to guarantee industry standards and internal audit guidelines are followed.
- Ensure resources, stationery and supplies are ordered and managed, efficient systems are maintained or implemented, and administration duties are completed.
- Maintain records and prepare reports pertaining to retail and disseminate the information as requested.
- Process tax invoices through IPOS to enable prompt and timely payments.

- Receive delivery of merchandise, unpack and price appropriately to monitor and maintain accuracy in orders and costing.
- Manage merchandise returns and implement associated procedures to facilitate appropriate stock control.
- Assist with coordination of the online shop including prompt and accurate fulfilment of orders.
- Oversee merchandise and publication storage area to monitor safety and security.

## Key challenges

- Ensuring all business demands are met within set timeframes by prioritising workflow, given that the role works in a high transaction-based Team.
- Controlling stock and inventory through the inventory management system given that correct and efficient tracking and placement of orders is vital to meeting sales goals.
- Maintaining all administration requirements including supplier agreements, inventory processing, stock control and reporting, given that the Team has a high turnaround demand.

## Key relationships

### Internal

Who	Why
Merchandise Coordinator	<ul style="list-style-type: none"> <li>• Receive guidance from and provide regular updates on events, issues and priorities.</li> <li>• Assist to meet and communicate budgetary revenue, expenditure and all other retail reporting requirements.</li> </ul>
Head of City Museums Portfolio	<ul style="list-style-type: none"> <li>• Assist to meet and communicate budgetary revenue, expenditure and all other retail reporting requirements.</li> </ul>
Museum Operations & Visitor Services Staff	<ul style="list-style-type: none"> <li>• Collaborate to ensure stocktake program meets requirements, providing guidelines and assisting with stocktakes.</li> <li>• Liaise with on merchandise initiatives and assist with enquiries or issues raised.</li> </ul>
Finance Team	<ul style="list-style-type: none"> <li>• Liaise with on merchandise issues.</li> <li>• Liaise with in relation to creditor and debtor transactions and end of month reporting.</li> </ul>

### External

Who	Why
Suppliers and partners	<ul style="list-style-type: none"> <li>• Respond to enquiries in a prompt and timely manner.</li> <li>• Contact to provide and gather information and resolve routine issues.</li> </ul>
Customers	<ul style="list-style-type: none"> <li>• Assist with inbound customer enquiries,</li> <li>• Provide assistance with online orders and associated tracking or delivery issues.</li> <li>• Processing sales, exchanges and returns.</li> </ul>

## Role dimensions

### Decision making

This role:

- Prioritises own workload within established priorities.
- Takes active ownership of own work.

- Provides prompt and relevant information to internal and external stakeholders.
- Maintains efficient lines of communication.
- Consults with supervisor on issues with the potential to escalate or create precedent.
- Exercises discretion and judgement in referral of enquiries/requests and/or complaints and correspondence.
- Seeks advice and clarification from their supervisor regarding matters that fall outside standard guidelines and practices.

### Reporting line

This role reports to the Merchandise Coordinator.

### Direct reports

Nil

### Budget/Expenditure

Nil

### Essential requirements

- Experience in customer service, administration, and records management in a retail environment.
- Experience working with Microsoft Office, specifically Excel.
- Experience working with point of sale systems.
- Experience working with eCommerce systems, product listings and fulfilment.
- Ability to manage lifting, carrying, kneeling, and moving around heritage sites (both internal and external environments).
- Current NSW Drivers' Licence.
- Willingness to work across and ability to travel to multiple work locations.

### Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities.

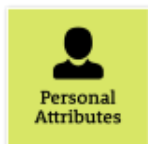
### Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

### Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
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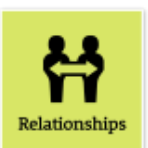


### Manage Self

Show drive and motivation, an ability to self-reflect and a commitment to learning

- Be willing to develop and apply new skills
- Show commitment to completing assigned work activities
- Look for opportunities to learn and develop
- Reflect on feedback from colleagues and stakeholders.

Foundational

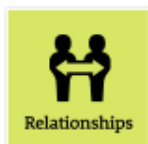


### Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- Speak at the right pace and volume for diverse audiences
- Allow others time to speak
- Listen and ask questions to check understanding
- Explain things clearly using inclusive language
- Be aware of own body language and facial expressions
- Write in a way that is logical and easy to follow
- Use various communication channels to obtain and share information

Foundational



### Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Focus on providing a positive customer experience
- Support a customer-focused culture in the organisation
- Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers
- Identify and respond quickly to customer needs
- Consider customer service requirements and develop solutions to meet needs
- Resolve complex customer issues and needs
- Cooperate across work areas to improve outcomes for customers

Intermediate



### Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek and apply specialist advice when required
- Complete work tasks within set budgets, timeframes and standards
- Take the initiative to progress and deliver own work and that of the team or unit
- Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
- Identify any barriers to achieving results and resolve these where possible
- Proactively change or adjust plans when needed

Intermediate





## Technology

Understand and use available technologies to maximise efficiencies and effectiveness











- Display familiarity and confidence when applying technology used in role
- Comply with records, communication and document control policies
- Comply with policies on the acceptable use of technology, including cyber security

Foundational

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
 Personal Attributes	Value Diversity	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Foundational
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
 Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and	Foundational



## Project Management

Understand and apply effective project planning, coordination and control methods

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