

Middleton Grange School

Support Staff Position Description

Position Description:	UNIFORM SHOP MANAGER
Employee's Name:	
Appointment Date:	Monday 25th July 2022, or sooner, by negotiation
Hours of Work:	The hours of work will vary throughout the year due to the uniform's seasonal changes. See attached document, specifying hours and dates during the year.
Collective Agreement:	Support Staff in Schools' Collective Agreement.
Position Grading:	Yet to be determined, depending upon the persons experience and or qualifications, which will be by negotiation.

Key responsibilities include:

Service:

- Have an excellent knowledge of the Middleton Grange Uniform requirements; understanding the school's guidelines and how the uniform is supposed to be worn by pupils to communicate this to customers in a friendly helpful manner.
- To be involved with the Head of Senior College in discussions on maintaining such standards and creating positive initiatives that encourage pupils' acceptance.
- To provide a high level of customer service and interaction by welcoming customers, answering questions, assisting with uniform fitting of pupils for their individual clothing requirements while showing patience and grace in difficult situations.
- Responsible for the management of an orderly customer flow during busy times so that the shop does not become overcrowded while politely and calmly directing them, as and when required.

Shop:

- Keep samples on the shop floor tidy, clean and in a clear accessible order of presentation.
- To ensure mirrors, walls and surfaces are always clean while ensuring the general shop area is well maintained and in a very high standard of presentation.
- To maintain an adequate minimum level of uniform stock requirements to meet the weekly demands and restocking when necessary. Major purchases over \$1,000 need to be approved by the Head of Senior College.
- Perform a stock indent before summer and again before winter, have Head of Senior College sign off on this, then email suppliers to ensure stock arrives on time.
- Take orders for 'out of stock' items and phone customers promptly when the items come in.
- To handle all Kindo sales in a timely and efficient manner, to ensure they are processed promptly.
- Rotate stock samples during winter months, i.e., Blazers, trousers, shorts, skirts, jerseys, cardigans etc yearly to ensure stock can be sold.
- Wash and iron shirts and blouse' seasonally to keep them clean. Sell at discounted prices when they are too worn.

2nd Hand Clothing:

- Diarise secondhand intake days, as listed within the hours of work schedule.
- Take charge of the secondhand items on intake day: contribute to determining appropriate pricing; input data into Infusion Software System; tag and put away uniform items; ensure uniforms received are of a high quality and meet the school standard by vetting and returning unsuitable items to customers.
- Assist with filing and crossing off sold items and making items inactive in the computer software programme.

- Process 2nd hand uniform supplier refunds of uniforms sold on their behalf, on a weekly basis to coincide with the Finance Departments weekly Thursday creditor payment run. To provide the Finance Department with a clear list, which details each person's entitlement, after deduction of the school's usual commission.

General Aspects:

- Check phone and email messages and answer queries in a timely manner.
- Manage the Kindo software system and update all sales information as required in consultation with the Business Manager, to ensure it is current.
- Attend school uniform committee meetings, presenting any suggestions and or problems to them for discussion and resolution decisions.
- Organise and oversee the yearly stock take during the July school holidays, ensuring reconciliation with actual stock on hand and keeping within budgeted hours for this task. Providing the stock take report to the Business Manager soon afterwards for supporting audit purposes.
- Attend to stock ordering procedures, input invoices, liaise with suppliers and order replacement stock in a timely manner.
- Undertake other uniform shop duties, as required from time to time.
- Provide a report to the Business Manager, as required, explaining stock level issues.
- Plan and execute a booking schedule for new pupils to the school and pupils transitioning from Primary to Year 7, for December and January months.
- Attend the yearly 'Welcome to MGS' evening to organise uniform bookings. Email Year 6 pupils and parents who were unable to make it to the welcome evening.
- Report any uniform concerns or issues to Head of Senior College and any financial or staffing matters to the Business Manager.
- Ensure adequate security is in place to prevent theft of stock and ensure the building is secured at the end of each day's trading.
- Contribute to the development of and meet expectations for management and oversight of the uniform shop budget. Meet with the Business Manager monthly, when reviewing the shops trading results.
- Check tax invoices promptly, coding and authorising purchases and delivering these to the finance office for subsequent payment.
- Provide information for the school notices to parents covering shop trading hours and seasonal changes, as and when required, plus promoting the 2nd hand uniform intake days and any uniform price changes, in consultation with the Business Manager and other general uniform shop information, as required, in consultation with the Head of Senior College where applicable.

Staff Management:

- Oversee and encourage the Shop Assistant, allocating tasks appropriately.
- Train and supervise uniform shop volunteers.
- Build a team of suitable uniform shop volunteers. Schedule and coordinate their staffing availability times and email them accordingly to ensure the busy periods are adequately staffed along with the Uniform Shop Assistant. Acknowledge the volunteers' daily contribution with verbal appreciation.
- Manage staff performance issues as they arise in consultation with the Business Manager and Head of Senior College.
- Provide a positive work environment.

Computer, Eftpos and Cash Handling:

- Show competence with using Infusion uniform software. Attend training sessions, as required.
- Process clothing transactions accurately and reconcile against items recorded within the Infusion computer software.
- Enter Eftpos transaction amounts or cash received accurately by double checking against the till receipt and reconciling accordingly.

- Oversee that appropriate cash handling and end of day cashing up procedures are in place to prevent opportunities of theft of money. Give the day's takings to the Finance Office staff promptly together with the completed day's reconciliation banking form.
- Ensure the correct float has been ordered for the next day's trading.

Competencies, Personal Attributes & Qualifications Sought:

To be effective in the position, the Uniform Shop Manager shall have experience in and be able to demonstrate the following skills, qualifications, and experience:

- Working within a school uniform shop operation, clothing retail shop or similar prior work environments would be advantageous.
- Proven staff management experience, would be advantageous.
- Sound work ethic, commitment to the job.
- Flexibility and capacity to learn and adapt and able to take direction.
- Honesty, trustworthiness, discretion, and professionalism.
- Ability to work well under pressure.
- Initiative and a willingness to go the extra mile when required.
- Sound people skills – We require a person who is friendly, helpful and relational with an ability to work well independently and as a team member, relating in a positive manner with the Shop Assistant, pupils and adults alike.
- Well-groomed with a good standard of attire that is semi-formal but smart. Tidy presentable jeans are acceptable.

Reporting Responsibilities

Responsible to both the Business Manager and Head of Senior College, due to the unique nature of the duties undertaken.

Employee _____
New Person

On behalf of the Employer: _____
Paul Hartstonge, Business Manager

Date: _____

Date: _____