



KOORIE HERITAGE TRUST

Position Description

JOB TITLE	Retail Manager
EMPLOYMENT TYPE	Full Time
LOCATION	Crossbar Building, Federation Square, Melbourne VIC
REPORTS TO	CEO
TEAM	Retail
SALARY	\$85,000 + super
KEY RELATIONSHIPS	Victorian First Peoples creatives
VERSION	V1.0

1. The Koorie Heritage Trust

The KHT is a First Peoples owned and managed not-for-profit organisation. Our Vision is to ensure the rich cultural heritage, history and knowledge systems of First Peoples are valued, celebrated and an active part of society. Our Purpose is to nurture, honour and celebrate the continuing cultures and Songlines of the First Peoples of south-eastern Australia.. Our Values are Courage, Respect, Care, Reciprocity, Integrity and Responsibility.

We provide a unique environment rich in culture, heritage and history which welcomes and encourages First Peoples and the broader community to come together in the spirit of learning and reconciliation in a safe environment. We are a place for everyone. We see ourselves as a knowledge bank and vital community resource to facilitate sharing, learning, collaborating and creating.

shopKHT is our retail shop dedicated to showcasing and selling First Peoples art and design. Most of our stock are designed and/or crafted in Southeast Australia by our Koorie artists and craftspeople as well as our broader Aboriginal and Torres Strait Islander communities who call the Southeast of Australia home.

shopKHT is an integrated part of our educational experience. It is another opportunity enabling our visitors to learn of the uniqueness of Southeast Australian Aboriginal peoples, cultures and communities through art, craft and design. Through shopKHT, we also make a significant contribution to improving the outcomes for Southeast Australian Aboriginal communities by developing and improving the knowledge, understanding, appreciation and practice of Indigenous arts. We directly benefit the indigenous communities in Victoria through our retail model that enables financial return to artists and communities while at the same time contributing to the viability of the KHT.

The Koorie Heritage Trust is a not-for-profit Incorporated Association operating under the Associations Incorporation Reformed Act 2012. It is managed by a Board of Management.

2. Position Summary

Reporting to the CEO, and with oversight by the KHT's Business Manager as required), the Retail Manager is responsible for the overall management and performance of shopKHT, ensuring a high standard of customer service, operational efficiency, and financial success. This includes managing day-to-day operations, leading and developing a small team, overseeing product sourcing and supplier relationships (particularly with First Peoples artists and makers), and maintaining a welcoming, culturally respectful retail space.

The role requires experience in sales performance, customer service including maintaining customer service standards, team management and development, store presentation including



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visual merchandising to maximise sales, stock purchasing and management including monthly/quarterly stocktakes, systems administration maximising use of all information technology including POS, inventory management systems, budgets and key sales reports to assist in achieving budget and management of all administration requirements and controlling of expenses to streamline business efficiencies and increase gross profit results. Together with the CEO, the Store Manager will also be responsible for the development and production of KHT branded merchandise.

The Retail Manager will also ensure that the daily operation shopKHT is carried out in an ethical, amiable and professional manner that serves both visitors' needs but also the First Peoples suppliers to the shop. This includes sourcing, displaying and promoting quality products by First Peoples artists and suppliers.

A background that includes retail management experience is essential, and knowledge of contemporary art and design, particularly First Peoples art and design is desirable. The Retail Manager must be self-motivated and well organized and have demonstrated supervisory skills. Excellent interpersonal, presentation and communication skills (both written and oral) are required.

3. Key Responsibilities

Under the direction of the CEO, and working with the Business Manager and other relevant KHT programs, this role will be responsible for ensuring the smooth running and effective delivery of the business requirements and ambitions of shopKHT (onsite and online) including, but not limited to:

1. **Store Performance** – Manage shopKHT operations to achieve or exceed monthly and annual sales targets and budgeted financial outcomes, ensuring the store remains aligned with current retail market trends and opportunities relevant to similar retail offerings.
2. **Customer Service** – Recruit, manage, and train the retail team to deliver exceptional customer service to consistently meet or exceed sales targets as well as attending to prompt and effective resolution of customer complaints and issues.
3. **First Peoples First** – In line with the KHT's First Peoples First ethos, maintain ethical, respectful and professional relationships with all First Peoples suppliers and customers to shopKHT.
4. **Store Presentation** – Ensure the retail team contributes to and upholds KHT's visual merchandising standards to maximise sales, including initiating and supporting the creation of visually compelling product displays.
5. **Stock Management** – Work with the CEO and Business Manager to develop and implement an evidence-based purchasing policy that preserves the uniqueness of the KHT retail value proposition while continuously improving product and service offerings and mitigating any risks.
6. **Administration** – Manage all administrative functions, including expense control to streamline business efficiencies and improve gross profit margins as well as provide fortnightly retail performance reports to the CEO and Business Manager.
7. **Systems Administration** – Maximise the effective use of information technology, including POS systems, inventory management, budgeting tools and key sales reports, to support the achievement of financial targets.
8. **Marketing and Communication** – Contribute to the development, implementation and evaluation of innovative marketing strategies and campaigns that build brand awareness, increase visitation and drive retail sales.



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9. **HR** – Recruit staff and coordinate staff rosters to ensure adequate customer service coverage at all times and create a collaborative work environment through regular team meetings to communicate goals, expectations, performance outcomes, and operational updates.
10. **Workplace Health & Safety** – Ensure the retail team complies with all workplace health and safety standards and requirements.
11. **General** – Ensure that shopKHT aligns with and contributes to the overall vision, purpose and values of the Koorie Heritage Trust.

Other duties, responsibilities, or tasks may be assigned from time to time, as reasonably required, to support the needs of the organisation. The scope of this role may evolve in response to the ongoing demands and strategic priorities of the Koorie Heritage Trust.

4. Selection Criteria

Essential

- Demonstrated experience in retail management (5+ years).
- Strong leadership and team supervision skills including effective rostering and management of weekday and weekend staff.
- Excellent organisational, interpersonal and communication skills (verbal and written) including proven track record in sales, customer service and managing staff performance.
- In-depth knowledge of retail operations and inventory management including stock management and control and visual merchandising.
- Understanding of sales techniques and customer service best practices including experience in retail marketing to drive sales.
- Experience in budgeting and financial reporting.
- Knowledge of e-commerce and online retail trends.
- High-level computer literacy, including familiarity and proficiency with point-of-sale (POS) systems.
- Ability to work autonomously and take initiative within a small team environment.
- Ability to work flexible hours including after hours and weekends.

Desirable

- Qualification in Business Administration or Retail Management (or a related field).
- Experience in Not-for-Profit and / or cultural organisations.
- Experience in the use of Salesforce.
- An understanding and knowledge of the culture and heritage of Australian First Peoples, and First Peoples of South-eastern Australia especially, and experience in working with this community.

5. Key Challenges



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Creating a balanced and dynamic program that enhances the organisation's public profile and meets the needs of its various audiences in the dynamic cultural precinct of Federation Square.

6. Work Hours

The KHT's normal working hours are Monday-Friday, 9am-5pm (including a one-hour lunch break). The role will require some nights and weekend work as needed. TOIL (Time Off In Lieu) is available when required to work outside normal business hours.

7. Special Conditions

The role is not an identified role. However, First Nations (Aboriginal and/or Torres Strait Islander) applicants are strongly encouraged to apply.

8. Equity and Diversity

We are committed to equal opportunity in employment and welfare for staff. Staff are selected and promoted on merit.

9. Occupational Health and Safety

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

You will be required to work on your feet at times and some lifting may be required although only as it abides by Workplace OHS. You will also understand Occupational Health and Safety (OH&S) as required.

10. General

As we evolve to meet the changing needs of the Victorian First Peoples and wider communities, so will the roles required of all our staff. As such, this document is not intended to represent the role which you will perform in-perpetuity but instead provide an overall view of the role as at the date of this statement.

All our employees are required to undergo Human Resources and Risk, Safety, Security & Environment Inductions.

Employees are required to ensure that they understand and adhere to our HR policies and procedures as varied from time to time.

Conditions of employment are pursuant to the National Employment Standard.

All new appointments are subject to a probationary period, which may be subject to review.

The KHT offers all employees:



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- First Aid Training
- Employee Assistance Program (EAP) free to all employees and their immediate families
- Diversity & Inclusion Training
- Cultural Competency & Safety Training
- Salary Sacrificing
- Flexible Working Arrangements (role-based)