



Rangitoto College

UNIFORM SHOP MANAGER

Hours: Term Time 25 hours per week

Additional Hours: Flexibility is required with peak seasonal needs such as Sports, Domestic and International student intakes at start and end of the summer break. Further availability is required for 3-5 evening/weekend enrolment events per annum.

Remuneration: Support Staff in Schools Collective Agreement Grade 5

Reporting lines: Finance Manager

Principal

The Employer and the Employee both acknowledge that this job description may need to be amended from time to time so as to better reflect the nature of the position or the requirements of the Rangitoto College.

Key Relationships

This position is required to communicate effectively with a range of internal and external parties. To effectively perform the duties of this position good working relationships must be maintained with all stakeholders including the following people;

- ✓ Finance Manager
- ✓ Principal
- ✓ DP with responsibilities for Year 13/Student Leaders
- ✓ DP with responsibilities for Student Uniform Image and Style
- ✓ Enrolments Manager
- ✓ Sports Department
- ✓ Suppliers
- ✓ Uniform Shop employees
- ✓ Performing Arts department

Prime Responsibility

The Uniform Shop Manager's role is to manage a customer focused Rangitoto College uniform shop which balances the need to provide a service to the community while maintaining the standards and expectations of the school. Working on the shop floor having constant contact with customers, suppliers and staff for the sale of school/sports uniform, related attire, uniform hire and loans. Sales, customer service, management of staff and inventory control are key

- (a) Providing a welcoming and presentable environment for students, parents, staff and suppliers
- (b) Model exceptional customer service for all shop staff
- (c) Maintain the presentation of the shop
- (d) Monitoring and maintaining stock levels, including stock takes
- (e) Stock ordering based on student projections

Profitability – to meet the set annual budget of turnover, margin and stock holdings

DELIVERABLES

Management:

- Key contact for all uniform shop enquiries in a timely manner
- Participate in the recruitment process for shop staff
- Training, supervision, rostering and appraisal of staff
- Assist Finance Manager with budget preparation,
- Responsible for budget management, in consultation with Finance Manager
- Maintaining financial and statistical records including hire records
- Dealing with customer queries and complaints
- Establish and maintain relationships with staff and PTA
- Work closely with suppliers to ensure optimal stock levels, quality and control
- Work with line manager and Principal to maximise profitability
- Maintain the procedures manual
- Ensure compliance with health and safety procedures and legislation

Administration Tasks:

- Responsible for all financial aspects of the uniform shop, including daily banking
- Responsible for maintaining accuracy and integrity of data on uniform/hire databases
- Ensure confidentiality when dealing with families
- Work closely with Enrolments Manager on annual calendar uniform events
- Provide updated, accurate information and dates for the school website and social media
- Competent in a sole charge, self managing role

Knowledge and Skills

- Organisational skills, high level attention to detail and time management
- Excellent written and verbal communication skills are essential
- Computer literate with Microsoft Office Suite, database and VEND POS systems
- Ability to effectively manage multiple tasks and deadlines
- Experienced at problem solving
- Confidence to liaise with a wide range of internal and external partners
- Ability to provide fitting advice

Personal Attributes

- Energetic, driven and motivated approach
- Strong work ethic
- Initiative, thrive on challenges and proven experience in problem solving/attention to detail
- Sensitivity to confidential issues
- Intelligent approach to complex issues
- Positive and optimistic approach to solutions
- Strong interpersonal skills and relationship management.
- Excited by challenges and motivated to find solutions that work for all parties

Reports to: Finance Manager

In addition to the above expectations, most important will be the achievement of the objectives set by the Principal.

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Retail Uniform Shop Manager
(NAME)

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Date

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Director of Human Resources
(Pam Watson)

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Date