

GROUP MANAGER, MONASH RETAIL AND PRINT SERVICES

DEPARTMENT/UNIT	Monash Retail
FACULTY/DIVISION	Planning and Commercial, Office of the Chief Operating Officer and Senior VP
CLASSIFICATION	HEW 10A
DESIGNATED CAMPUS OR LOCATION	Clayton campus

ORGANISATIONAL CONTEXT

At [Monash](#), work feels different. There's a sense of belonging, from contributing to something groundbreaking – a place where great things happen. You know you're part of something special and purposeful because, like Monash, your ambitions drive you to make change.

We have a clear purpose to deliver ground-breaking intensive research; a world-class education; a global ecosystem of enterprise – and we activate these to address some of the [challenges](#) of the age, Climate Change, Thriving Communities and Geopolitical Security.

We welcome and value difference and [diversity](#). When you come to work, you can be yourself, be a change-maker and develop your career in exciting ways with curious, energetic, inspiring and committed people and teams driven to make an impact – just like you.

We champion an [inclusive workplace culture](#) for our staff regardless of ethnicity or cultural background. We have also worked to improve [gender equality](#) for more than 30 years. Join the pursuit of our purpose to build a better future for ourselves and our communities – [#Changelt](#) with us.

Monash Retail incorporates the Monash Clayton Bookshop, Monash Caulfield Bookshop, Monash Peninsula Bookshop, merchandise wholesale services to other Monash campuses, as well as the Monash Merchant Supermarket and the soon to open Monash Mini Merchant Convenience store. The Monash Bookshops offer a full range of text, academic and general books, stationery as well as Monash branded apparel and gifts. The Monash Merchant is an on campus supermarket offering high quality service and premium products to both staff and students and the Monash Mini Merchant is a smaller version of the Monash Merchant. Please visit our website: <http://www.monash.edu/retail>

Monash Print Services is an internal printing operation for the University, providing a full range of on-campus digital and stationery printing services to students, staff and Monash departments. For more information on the services we provide, please visit our website: <http://www.retail.monash.edu.au/printservices/>

POSITION PURPOSE

The Group Manager supports the Director, Commercial Services in the development and delivery of the University's strategy and direction for Monash University's Retail Services group. The role is responsible for the operational and financial management of Monash Retail businesses across Monash University Australia campuses ensuring the provision of service excellence to students, staff and external customers.

This role oversees a range of retail business across online platforms and Monash University campuses, including supermarket and convenience store sites, Monash University bookshops, and the Monash University Print Services. The role is responsible for financial and operational management across business performance, working capital, cash flow and investment opportunities for sustained growth. The role works collaboratively with key internal and external stakeholders, including the University's Buildings and Property and Campus and Community divisions to ensure all Retail initiatives are aligned with the University's broader property and campus strategies.

The Group Manager provides leadership and direction to a team of retail professionals across the University to deliver high quality customer-centric retail services with a focus on positively contributing to the campus experience. This role also leads a range of strategic and operational initiatives including uplifting the Retail divisions web presence and online purchasing trade, stock management, store fit-outs and space utilisation, and the promotion of Retail services to prospective customers.

Reporting Line: Working with a considerable degree of autonomy this position reports to the Director, Commercial Services who will provide broad supervision.

Supervisory Responsibilities: This position provides direct supervision to 3 and oversees a broader team of 10 ongoing staff and approximately 30 casual staff.

Financial Delegation: Yes, in accordance with the University's delegation register

Budgetary Responsibilities: The position is responsible for managing businesses generating turnover of 2pprox.. \$10m per annum.

KEY RESPONSIBILITIES

1. Supporting the Director Commercial Services, develop, plan and operationalise the strategic direction for retail businesses across Monash University Australia campuses, ensuring the provision of high-quality customer-centric retail services
2. Lead the management of retail finances and operations, including the management of business performance, working capital and cash flow, delivering objectives within budget targets and regular budget monitoring and reporting
3. Assess and make recommendations for investment and growth opportunities for the retail group; facilitating a sustainable revenue for the University
4. Lead a team of service-oriented professionals, including planning and allocating staff resources, developing, coaching and mentoring employees and managing performance to deliver service outcomes and continuous improvements

5. Identify, lead and direct strategic improvement initiatives aligned with current and future business needs, including uplifting the Retail divisions web presence and online purchasing trade, stock management, store fit-outs and space utilisation
6. Track, measure and assess the performance of retail services ensuring effectiveness and commercial success, including preparing submissions, briefings and reports for senior leadership on business opportunities, recommendations and other related matters
7. Lead the promotion of Monash branding and exposure across campuses and online sites through innovative marketing and design of promotional items in order to maximise customer growth
8. Maximise income through supplier negotiation, effective stock control, managing the trading relationship with key suppliers, and identifying new opportunities of growth
9. Engage and collaborate with colleagues in the supply chain unit and across the University to identify opportunities to achieve better value for money outcomes through reforming vendor relationships and internal and vendor work practices
10. Lead, manage and be accountable for risk, regulations, policy compliance and quality assurance ensuring adequate security and controls.
11. Initiate, lead and develop strong partnerships with other relevant business units, functional areas and key senior staff, and develop and maintain networks and links into industry
12. Other duties as directed from time to time.

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - postgraduate qualifications in business, marketing or sales and extensive senior management level experience; or
 - extensive management experience and proven management expertise in retail and/or FMCG, or
 - an equivalent combination of relevant experience and/or education/training.

Knowledge and Skills

2. Exceptional management and business leadership with proven ability to strategically manage and provide authoritative advice at the highest levels
3. Proven ability to innovate strategies that deliver commercial success and long-term profitable growth
4. Demonstrated ability to lead, develop, manage and motivate staff at all levels of technical, service and managerial skill
5. Exceptional relationship and communication skills, including the ability to manage relationships, influence and negotiate at senior levels
6. Outstanding budgeting and financial management skills including capacity to develop and implement financial processes and systems designed to optimise business management
7. Ability to make timely, commercially pragmatic decisions and knowledge of how to drive increased sales through retail (including online sales)
8. Exceptional verbal and written communication and interpersonal skills, including demonstrated ability to prepare and deliver technical and business papers, reports and proposals for all levels of the University

9. Well-developed analytical and problem-solving skills in order to proactively identify issues, trends and risk to business viability and implement solutions
10. Demonstrated ability to work in a changing environment and to establish new operations

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted
- This position will require a successful National Police Record check and Finance Check
- This position will require a successful Working with Childrens Check

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.