



## Position Description

<b>Award</b>	<i>Port Arthur Historic Site Management Authority Award</i>
<b>Classification</b>	Band 1
<b>Position Title</b>	<b>Retail Assistant</b>
<b>Employment Status</b>	Permanent Part Time
<b>Hours of work per fortnight</b>	<b>45.6 (minimum)</b>
<b>Division</b>	Tourism Operations
<b>Position Reports to</b>	Retail Supervisor
<b>Location</b>	Port Arthur (Head Office) Flexible work arrangements will be considered, if appropriate and possible.

*It is strongly recommended when applying for positions with the Port Arthur Historic Site Management Authority (PAHSMA) that the Position Description is read in conjunction with the Information for Applicants document.*

### Position Overview

To deliver the highest level of customer service in the provision of retail assistance to visitors to the Port Arthur Historic Site and to provide accurate information to visitors regarding activities, features and facilities available at the Port Arthur Historic Sites.

#### Key Deliverables (Statement of Duties)

A Retail Assistant will carry out duties under established processes and procedures and will report to the Gift Shop Supervisor. The key deliverables include, but are not limited to, the following:

- Undertake retail related duties ensuring accuracy of transactions and that the delivery of customer service is of the highest standard
- Provide relevant and accurate information to visitors regarding activities, features and facilities at the Port Arthur Historic Sites and within the surrounding regions and to maintain that knowledge
- Provide assistance to new staff and work-placement students in the various operations and functions of the business unit
- Actively participate in and contribute to PAHSMA's Work Health and Safety processes
- Promote and maintain PAHSMA's Vision, Purpose and Values in all contact with visitors and colleagues
- Perform any other assigned duties at the classification level that are within the employee's competence and training.

- Retail Assistants are at the forefront of the Port Arthur Historic Sites. Therefore it is important that the occupant of this position presents a positive image of the Authority and provides exemplary service and accurate information to visitors.
- Retail Assistants are responsible for proper receipt and secure handling of financial transactions. As expertise increases the incumbent will be expected to assume more responsibility of how skills are applied and tasks are completed.
- The incumbent is responsible for attendance to duties in a cooperative and professional manner, participation in regular team meetings and maintenance of a cohesive team structure, compliance with PAHSMA policies and procedures and for showing diligence in punctuality and attendance.
- Regular liaison is required with other team members, internal and external stakeholders and the incumbent is expected to be courteous and well presented at all times.
- The incumbent is also responsible for appropriate use of tools, equipment and resources.
- The incumbent has a responsibility to demonstrate willingness to participate in staff development activities and to continue to update knowledge and skills associated with their employment at PAHSMA.
- Positions at this level involve the following Work Health & Safety (WHS) responsibilities
  - Exercise reasonable care in the performance of duties consistent with WHS legislation and PAHSMA policies and procedures
  - Report and document all accidents/incidents
  - Awareness of procedures in PAHSMA's Emergency Management Plan and the actions it identifies for this position

#### **Capabilities & Attributes (Selection Criteria)**

1. Good communication and interpersonal skills including the ability to easily initiate contact with new customers.
2. Ability to work under supervision, take instruction and undertake training and assessment.
3. Ability to work as part of a team and provide assistance to other team members.
4. Good organisational skills with the ability to increase workflow to meet the demands of peak periods whilst continuing to deliver exceptional customer service.
5. Understanding of, or the ability to acquire, skills required to carry out general retail duties which include the use of point of sale computers and processing and reconciling financial transactions.
6. Awareness of work, health and safety issues.

#### Essential Requirements

- Nil

#### Desirable Requirements

- Nil

### **Working in our team**

Our work is key to ensuring an exceptional experience is provided to PAHSMA visitors at all times. Everyone in our team plays a vital part in achieving this goal. Working in TOPS means you will be a person our visitors remember so you need to be - friendly, courteous, helpful, kind, listening, punctual, well presented and make everyone feel welcome. When people approach us they expect us to know everything so learning as much as possible about our visitor experience is crucial.

We bring a positive attitude and our best selves to work every day. We know that how we treat and respect our own team members is just as important as how we treat visitors. Teamwork, resilience, kindness, and good communication and collaboration are key to our success. We are agile and always adopt a can do approach. We support each other by stepping up and sharing the load. We appreciate that every job and team member is important and connected. We value diversity and inclusion and the different perspectives people bring to our team. We are all accountable and responsible for the team and to the team.

## Assessing candidates

The position overview and deliverables, capabilities and attributes outline the key skills, knowledge, experience, behaviours and attitudes required to successfully fulfil the responsibilities, duties and expectations of the position. They also provide a measure against which candidates will be evaluated throughout the selection and appointment process and enable PAHSMA to assess the overall and comparative suitability of candidates.

## Working at PAHSMA

### About Us

[Port Arthur Historic Site Management Authority \(PAHSMA\)](#) is responsible for the conservation and development of visitor experiences at three of the eleven sites which make up the UNESCO Australian Convict Sites World Heritage Property inscribed in 2010.

The [Port Arthur Historic Sites](#) are important places of outstanding heritage value at local, state national and international level. They form part of the Australian Convict Sites World Heritage Property and are major Tasmanian tourist attractions, which receive visitors from all walks of life and all parts of the world.

Our three sites are located in southern Tasmania

- Port Arthur Historic Site
- Coal Mines Historic Site, Saltwater River
- Cascades Female Factory, Hobart

The sites tell unique aspects of the global story of forced migration of convicts by the British Empire. They help Australians and international visitors to understand the history of Australia – from the ongoing custodianship of the Palawa people before, during and after invasion, through the colonial period and convictism to the terrible events of 1996 that occurred at Port Arthur.

Our sites are important places for our communities to talk about and understand our complex history and build a better understanding for the future. They are places of history, learning and conversation – and they belong to the people of lutruwita/Tasmania, Australia and the world.

We are known as experts in conserving our heritage and convict history – and we share this deep knowledge with visitors and the world.

Read our [2023-28 Strategic Plan](#) to find out more.

### Our Expectations

PAHSMA People must meet high standards of behaviour and conduct and align with the organisation's requirements and expectations, including but not limited to those outlined in this PD.

PAHSMA does not tolerate discrimination, harassment, sexual harassment, bullying or victimisation in the workplace or toward colleagues anywhere at any time. We have a culture of zero tolerance towards violence, including any form of family violence. We will take an active role to support employees and their families by providing a workplace environment that promotes their safety and provides the flexibility to support employees to live free from violence.

### PAHSMA expects everyone to

- understand and comply with all policies, procedures, standards and reasonable directions including in relation to the *Port Arthur Historic Site Management Authority Award*, the *Port Arthur Historic Site Management Authority Act 1987*, and our Emergency Management Plan;
- take reasonable care to protect the safety, health and welfare of self and others in the workplace including by adhering to occupational health and safety legislation and requirements including but not limited to: exercise reasonable care in the performance of duties; comply with all Work Health & Safety (WHS) policies, procedures and requirements; report and document all accidents/incidents; and, be aware of procedures in the Emergency Management Plan;
- model a high standard of ethical and respectful behaviours and attitudes consistent with PAHSMA Values and Tasmanian State Services Principles and Code of Conduct, PAHSMA policies and expected professional standards; and contribute towards a positive and result focussed workplace culture and visitor experience;

- support diversity and inclusion and uphold the principles of fair and equitable access to employment, promotion, personal development, and training;
- participate actively and constructively in performance management and professional development activities; and be agile, resilient and willing to take on new activities as needs, jobs and workplaces evolve.
- ensure the Sites are presented to the highest standard, to support the protection of the heritage fabric of the sites against vandalism or damage.

## Our Values



### Unity

We work as one to achieve PAHSMA's Vision and Purpose



### People Matter

We acknowledge and show respect to our people – past, present and future



### Accountability

We hold ourselves, and each other, accountable for our actions and behaviours



### Passion & Pride

We are committed to being world class

Endorsed by Head of People & Culture		Approval by CEO	
Date:		Date	

Version Control			
Position Number/s	Date of original version	Version Number	Date of this version

<b>General inquiries</b>	Email <a href="mailto:recruitment@portarthur.org.au">recruitment@portarthur.org.au</a> or visit <a href="http://portarthur.org.au">portarthur.org.au</a>
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*Port Arthur Historic Site Management Authority recognises the deep history and culture of lutruwita/Tasmania.  
We acknowledge the Palatwa people, the traditional owners of the Land upon which we work.  
We acknowledge and pay our respects to all Aboriginal Communities – all of whom have survived invasion and dispossession and continue to maintain their identity and culture.*