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| Role Description  **Liquor Store Manager** |  |

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| **Role Description Fields** | **Details** |
| Cluster | Climate Change Energy Environment and Water |
| Agency | Department of Climate Change, Energy, the environment and Water |
| Division/Branch/Unit | Lord Howe Island Board/ Business and Corporate Services |
| Location | Lord Howe Island |
| Classification/Grade/Band | LHI Officer Grade 5 |
| ANZSCO Code | 142111 |
| PCAT Code | 1119192 |
| Date of Approval | August 2023 |
| Agency Website | ww.lhib.nsw.gov.au |

## Agency overview

The Lord Howe Island Board is a statutory authority established under the provisions of the Lord Howe Island Act. The Board is responsible to the NSW Minister for the Environment and comprises four Islanders elected by the local community and three members appointed by the Minister. It is charged with the care, control and management of the Island and the affairs and trade of the Island. It is also responsible for the care, improvement and welfare of the Island and residents. “Island” as defined by the Act includes Lord Howe Island and all adjacent islands and coral reefs within one marine league of the Island. Ball’s Pyramid and adjacent islands are also included in this definition.

The Lord Howe Island Board is part of the Climate Change, Energy, the Environment and Water cluster. Lord Howe Island Board members of staff are employed under section 21 of the Government Sector Employment and Management Act by the Department of Climate Change, Energy, the Environment and Water (DCCEEW). Ensuring a sustainable NSW through climate change and energy action, water management, environment and heritage protection.

## Primary purpose of the role

Manage the Board’s Liquor Sales in accordance with Board policies and provide a high standard of customer service while ensuring that profitability levels from liquor sales are maintained and annual operating budget targets are met.

## Key accountabilities

* Manage the Board’s Liquor sales, including the Liquor Store to ensure compliance to Board policies and regulations, financial viability, quality products, responsive ordering and customer service.
* Ensure accuracy of sales through correct product computer codings and prices.
* Undertake daily reconciliation of Cash Sales and Account Sales with computer generated Sales Reports in accordance with Audit requirements.
* Undertake data entry of stock received into Liquor Store inventory and ensure month-end stocktakes are properly conducted and inventory levels and stock variations are accurately recorded.
* Review product landed costs ensuring Liquor Store product profit margins are maintained.
* Undertake economic ordering of stock from Suppliers, taking into account seasonal fluctuations, to ensure there is an efficient flow of stock.
* Prepare accounting and financial management reports from the Liquor store’s computerised accounting system to provide information on the ongoing profitability and financial viability of the Liquor Store.
* Manage and train staff to ensure the ongoing, and effective operation of the Liquor Store, including during periods of Manager’s Leave.

## Key challenges

* Liaising with suppliers to ensure a reliable supply, and timely delivery of, appropriate stock.
* Providing excellent customer service at all times, despite some customers being difficult.

## Key relationships

**Internal**

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| Who | Why |
| Unit Manager | * Receive direction from, report to, and collaborate with, the Unit Manager. Performance Management rests with the Unit Manager. |
| Other Managers | * Collaborate and work with other managers to meet the Board's broader objectives. |
| Liquor Store Staff | * Provide leadership and support to staff in order to maximise their performance and ensure compliance with all Board policies and procedures. |

**External**

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| Who | Why |
| Customers | * Provide outstanding customer service to both members of the public and business customers. |
| Suppliers | * Work closely with suppliers to reliably source the desired product range at the best price. |

## Role dimensions

### Decision making

The position operates with day-to-day independence in the management of liquor sales and the operation of the Liquor Store within set parameters. This includes pricing, marketing and product lines, making decisions on order quantities, sale price and products on special. These decisions are vital in attaining the budgeted profit targets for the Lord Howe Island Board. The position is guided by the Liquor Store Business Plan, relevant legislation and Board policies and procedures. A key element for the position is to ensure policies and management guidelines are adhered to while achieving the performance objectives set.

### Reporting line

Manager Business and Corporate Services

### Direct reports

Liquor Store Assistant LHI Officer Grade 2

Seasonal Temporary/Casual staff as required

### Budget/Expenditure

Budgeted expenditure exceeds $1 million per annum

## Essential requirements

* Responsible Service of Alcohol certification.
* A Class C Driver’s License.
* Experience in Liquor Store Management

## Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

## Focus capabilities

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| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| personal-attributes | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | Adapt existing skills to new situations  Show commitment to achieving work goals  Show awareness of own strengths and areas for growth, and develop and apply new skills  Seek feedback from colleagues and stakeholders  Stay motivated when tasks become difficult | Intermediate |
| relationships | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | Take responsibility for delivering high-quality customer-focused services  Design processes and policies based on the customer’s point of view and needs  Understand and measure what is important to customers  Use data and information to monitor and improve customer service delivery  Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers  Maintain relationships with key customers in area of expertise  Connect and collaborate with relevant customers within the community | Adept |
| results | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomes  Make sure staff understand expected goals and acknowledge staff success in achieving these  Identify resource needs and ensure goals are achieved within set budgets and deadlines  Use business data to evaluate outcomes and inform continuous improvement  Identify priorities that need to change and ensure the allocation of resources meets new business needs  Ensure that the financial implications of changed priorities are explicit and budgeted for | Adept |
| business-enablers | **Finance**  Understand and apply financial processes to achieve value for money and minimise financial risk | Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures  Understand the impacts of funding allocations on business planning and budgets  Identify discrepancies or variances in financial and budget reports, and take corrective action  Know when to seek specialist advice and support and establish the relevant relationships  Make decisions and prepare business cases, paying due regard to financial considerations | Adept |
| people-management | **Optimise Business Outcomes**  Manage people and resources effectively to achieve public value | Develop team and unit plans that consider team capabilities and strengths  Plan and monitor resource allocation effectively to achieve team and unit objectives  When planning resources, consider the attraction and retention of people of diverse cultures, backgrounds and experiences  Ensure that team members work with a good understanding of business principles as they apply to the public sector context  Participate in wider organisational workforce planning to ensure that capable resources are available | Intermediate |

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role are not relevant for recruitment purposes however may be relevant for future career development.

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| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| personal-attributes | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Foundational |
| personal-attributes | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| relationships | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Intermediate |
| relationships | Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| results | Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Intermediate |
| results | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Foundational |
| business-enablers | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| business-enablers | Project Management | Understand and apply effective planning, coordination and control methods | Foundational |
| people-management | Manage and Develop People | Engage and motivate staff, and develop capability and potential in others | Intermediate |
| people-management | Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Foundational |
| people-management | Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Foundational |