

# Role Description

## Liquor Store Assistant



Cluster	Planning & Environment
Agency	Lord Howe Island Board
Division/Branch/Unit	Business and Corporate Services
Location	Lord Howe Island
Classification/Grade/Band	LHI Officer Grade 2
ANZSCO Code	621111
PCAT Code	1119192
Date of Approval	June 2023 (Updated Nov 2021)
Agency Website	<a href="http://www.lhib.nsw.gov.au">www.lhib.nsw.gov.au</a>

### Agency overview

The Lord Howe Island Board is a statutory authority established under the provisions of the Lord Howe Island Act 1953. 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 has a clear Charter to exercise community leadership, protect and preserve the environment, support the Island's economy, manage land, provide infrastructure and services to the Island community and build a strong and healthy community.

The Lord Howe Island Board is part of the NSW Planning and Environment cluster. Our vision is to create thriving environments, communities and economies for the people of New South Wales.

### Primary purpose of the role

To assist the Liquor Sales Manager in the daily operation of the Liquor Store and provide friendly and responsive customer service.

### Key accountabilities

- Provide friendly and attentive service to customers and account holders.
- Ensure accuracy of sales through correct product computer coding and prices.
- Daily reconciliation of Cash Sales and Account Sales with computer generated Sales Reports.
- Accurate data entry of stock received into Liquor Store inventory.
- Assist in month-end stock-takes ensuring accuracy of physical count.

## Key challenges

- Providing outstanding customer service at all times, despite some customers being difficult.

## Key relationships

Who	Why
<b>Internal</b>	
Liquor Store Manager	<ul style="list-style-type: none"><li>• Receive direction from, report to, and collaborate with, the Liquor Store Manager.</li></ul>
<b>External</b>	
Customers	<ul style="list-style-type: none"><li>• Provide outstanding customer service to both members of the public and business customers.</li></ul>
Suppliers	<ul style="list-style-type: none"><li>• Work closely with suppliers in order to facilitate ordering and deliveries.</li></ul>

## Role dimensions

### Decision making

The position operates with day-to-day independence in the management of liquor sales and the day to day operation of the Liquor Store. The position is guided by the Liquor Store Business Plan, relevant legislation and Board policies and procedures.

### Reporting line

Liquor Store Manager.

### Direct reports

Nil.

### Budget/Expenditure

Budgeted expenditure of the Liquor Store exceeds \$1 million per annum.

## Essential requirements

Responsible Service of Alcohol certification

### Capabilities for the role

The [NSW public sector 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







Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct and illegal and inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest and encourage others to do so</li> </ul>	Intermediate
	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>• Focus on key points and speak in plain English</li> <li>• Clearly explain and present ideas and arguments</li> <li>• Listen to others to gain an understanding and ask appropriate, respectful questions</li> <li>• Promote the use of inclusive language and assist others to adjust where necessary</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Write and prepare material that is well structured and easy to follow</li> <li>• Communicate routine technical information clearly</li> </ul>	Intermediate
	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high-quality customer-focused services</li> <li>• Design processes and policies based on the customer's point of view and needs</li> <li>• Understand and measure what is important to customers</li> <li>• Use data and information to monitor and improve customer service delivery</li> <li>• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant customers within the community</li> </ul>	Adept






	<p><b>Demonstrate Accountability</b> Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<ul style="list-style-type: none"> <li>• Be proactive in taking responsibility and being accountable for own actions</li> <li>• Understand delegations and act within authority levels</li> <li>• Identify and follow safe work practices, and be vigilant about own and others' application of these practices</li> <li>• Be aware of risks and act on or escalate risks, as appropriate</li> <li>• Use financial and other resources responsibly</li> </ul>	Intermediate
	<p><b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Use available technology to improve individual performance and effectiveness</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies</li> </ul>	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.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational

	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational