

LORD HOWE ISLAND BOARD

EOI – CASUAL/TEMPORARY OPPORTUNITIES

Role	Liquor Store Assistant		
Agency Name	NSW Planning Industry and Environment		
Group/Division	Lord Howe Island Board		
Classification Level	Lord Howe Island Officer Grade 2		
Employment Status	Temporary/Casual		
Salary Package	\$69,748 p.a. pro-rata		
Salary Start	\$60,452 p.a. pro-rata		
Salary End	\$63,697 p.a. pro-rata		
Salary Notes	Salary package includes base salary and employer contributions to superannuation. Leave loading is not payable. Progression criteria apply to movement within the salary scale.		
Role Description	To assist the Liquor Sales Manager in the daily operation of the Liquor Store and provide friendly and responsive customer service.		
Essential Requirements	<ol style="list-style-type: none"> Responsible Service of Alcohol certification, or the ability to obtain certification. Qualification, or the ability to obtain qualification, to operate a fork lift. A Class C Driver Licence. No criminal record. 		
Focus Capabilities – refer to Role Description for further details. The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework	CAPABILITY GROUP	CAPABILITY	LEVEL
	Personal Attributes	Act with Integrity	Intermediate
	Relationships	Communicate Effectively	Intermediate
		Commit to Customer Service	Adept
	Results	Demonstrate Accountability	Intermediate
Business Enablers	Technology	Intermediate	
Number of reports	Nil		
Position reports to	Liquor Store Manager		
Targeted Questions	<ol style="list-style-type: none"> Tell us about a time that you provided excellent customer service in a retail environment. What are the key functions of a small retail alcohol provider? 		
Job Notes	Applicants must submit: <ol style="list-style-type: none"> A covering letter which: <ol style="list-style-type: none"> summarises relevant skills, qualifications and experience addresses focus capabilities includes a short statement in response to the targeted questions Provides contact details for two referees A current resume/curriculum vitae (CV) 		
Inquiries	Madeleine Mayo (02) 6563 2066 Extension 17 madeleine.mayo@lhib.nsw.gov.au		
Closing Date	ASAP or by latest Friday 18 December 2020 4:30pm		
To Apply	Applications are to be submitted to the Lord Howe Island Board Administration Office – PO Box 5 Lord Howe Island NSW 2898 or administration@lhib.nsw.gov.au		

All appointments to positions within the Board are based on merit in accordance with the Government Sector Employment Act 2013 and subsidiary legislation. The selection for this casual/temporary employment will be based on a suitability assessment process.

Role Description

Liquor Store Assistant

Cluster	Planning and Environment
Agency	Office of Local Government
Division/Branch/Unit	Lord Howe Island Board
Location	Lord Howe Island
Classification/Grade/Band	LHI Officer Grade 2
ANZSCO Code	621111
PCAT Code	1119192
Date of Approval	19 July 2018
Agency Website	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 Department of Planning & Environment cluster, which is the lead NSW Government agency in planning for a growing NSW.

The Department's two related agencies - the Office of Environment & Heritage and the Office of Local Government, support the conservation and protection of the environment and an effective local government sector in NSW. The Office of Local Government also has oversight of the Lord Howe Island Board administration.

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

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, or the ability to obtain certification.

Qualification, or the ability to obtain qualification, to operate a fork lift.

A Class C Driver Licence.

No criminal record.





Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Intermediate
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> • Report and manage apparent conflicts of interest • Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> • Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies