



POSITION DESCRIPTION

POSITION TITLE	Cathedral Giftshop Coordinator
REPORTS TO:	Parish Priest – Cathedral
REPORTING TO THIS POSITION:	Nil
CLASSIFICATION:	Miscellaneous Award Classification

APPROVAL:

Name:	Andrea Fogarty	Date:	October 2023
Position:	Chief Operating Officer		

1. CATHOLIC DIOCESE OF CAIRNS

The Roman Catholic Trust Corporation for the Diocese of Cairns (“RCTC”) is incorporated pursuant to letters patent issued under the Religious, Educational and Charitable Institutions Act 1861. The RCTC’s purpose is to carry out the mission and objects of the Catholic Diocese of Cairns (“Diocese”).

Geographically, the Diocese serves Far North Queensland, extending from Cardwell to the Torres Strait, and west to the Northern Territory border. The Diocese has 23 parishes and is responsible for the provision of a range of regional services under the pastoral care and leadership of the Bishop of Cairns. Services provided by the Diocese include education, welfare, childcare, pastoral care, outreach and other central services. The Diocese also has other connections with various ministries and Catholic groups within the Diocese.

The Bishop has executive power over the Diocese which he exercises personally and through his delegates.

2. DIVISION

The RCTC Division of Diocesan Services includes the following departments:

Parish:

- Clergy and employees of parish’s including administration officers and support staff.
- Cathedral Gift Shop - responsible for operating the retail store.

Diocesan Services:

- Diocesan Finance - responsible for payroll, Catholic Development Fund/Internal Treasury, day-to-day financial functions and offers support with financial activities of parishes.
- Diocesan Project and Property Services - oversees Genazzano Conference Centre and Retreat and the development, maintenance, acquisition and alienation of all diocesan property assets.
- Chancery and Governance - responsible for diocesan archives, and management of Governance processes for the Diocese, including coordination of support and formation for the various boards and committees; the Marriage Tribunal, and overarching Diocesan Policies, Terms of Reference and Board Charters.

- Diocesan Outreach and Mission Services – provides and supports the delivery of pastoral care, clergy care services, State School Religious Instruction and Youth Ministry.
- Diocesan Employee Services – provision of Human Resource Management, Work Health and Safety services and operational policy and procedures to Diocesan Services and parishes.
- Diocesan ICT Services – responsible for supporting the provision of information, technology and communications support to Diocesan operations and Parishes.
- Diocesan Community Engagement - responsible for developing, coordinating and maintaining marketing, communication, fundraising projects and social media platforms.
- Diocesan Administration – responsible for day-to-day administration and running of the Bishop’s House and co-ordination of Diocesan wide administrative functions.
- Safeguarding Coordinator – responsible for promoting safeguarding practices and standards.

3. MAIN PURPOSE OF THIS ROLE

The Giftshop Coordinator oversees the operations of the Cathedral Giftshop including the coordination of retail volunteers, ordering stock, displaying stock and managing stock supplies. The Giftshop Coordinator will provide excellence in customer service and high-level interpersonal skills with passion and drive to maintain integrity and professionalism.

The purpose of Cathedral Gift Shop is to provide the Catholic Community of the Diocese of Cairns with an outlet to purchase faith-based items. Any profits generated by the store are directed towards the delivery of St Monica’s Cathedral Parish’s welfare programs.

4. POSITION REQUIREMENTS

1. Excellent customer service and strong interpersonal skills.
2. Previous retail and/or sales experience in a similar setting.
3. Ability to coordinate volunteers and provide direction on day-to-day operations.
4. Understanding of general information regarding Sacraments (Baptism, Confirmation, reception of Holy Communion etc).
5. Computer literate and comfortable using POS systems.
6. Ability to work autonomously and have well developed organisational and time management skills.
7. As a genuine occupational requirement, the position requires that the Employee’s conduct and lifestyle align with principles of Catholic Social Teaching.
8. Current and open unrestricted Queensland driver’s license.
9. A valid Positive Notice Blue Card– No Card, No Start laws apply.
10. Ability and willingness to obtain and retain a suitable Police Certificate.

5. CORE COMPETENCIES & INTERPERSONAL SKILLS

In addition to the mandatory requirements, this position will demonstrate the following competencies and capabilities in the course of the duties:

- Has a well-defined daily, weekly and monthly workflow schedule.
- Holds a values base around achievement, fun, celebration and success for self and the team.
- Excellent organisational skills with the ability to prioritise effectively to meet deadlines.
- Attention to detail and commitment to accuracy.
- A capacity and willingness to acquire new skills.
- A desire to participate in agreed training programs and supervision.

- A friendly and flexible approach to team activities.

6. ORGANISATIONAL DUTIES AND RESPONSIBILITIES

Safeguarding Standards

- The Diocese of Cairns has standards of conduct for workers to maintain a safe and healthy environment for children. Our commitment to these standards requires conducting working with children checks and background referencing for all persons who will engage in direct and regular involvement with children and young people (0 - 18 years) and/or vulnerable adults. The organisation is fully committed to child safety and has a zero-tolerance to the abuse of children or adults at risk.
- Attend Safeguarding training as directed.

Workplace Health and Safety

- Take reasonable care for your own health and safety.
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of others.
- Comply, so far as you are reasonably able, with any reasonable instruction.
- Co-operate with any reasonable policy or procedure.
- Ensure timely and accurate reporting of all incidents and hazards.
- Attend WHS training as directed.

Public Relations

- Always promote a positive image of the Church through professional standards of personal presentation and courteous, respectful behaviour.

7. PRIMARY DUTIES AND RESPONSIBILITIES OF THIS ROLE

General

- Manage the volunteer roster ensuring volunteers are skilled and supported in their Giftshop positions.
- Support the recruitment of volunteers ensuring coverage for the store's hours of operation.
- Converse with customers to identify their purchasing requirement and assist in locating desired items.
- Provide customers with essential product information and order specific stock to meet customer needs.
- Maintain a clean, safe and friendly retail environment.
- Restock items that are running low and maintain proper display appearances.
- Handle customer complaints and concerns calmly; find a reasonable solution (calling on the Parish Priest only when necessary)
- Process payment by using POS (point of sale) computer system.
- Assist with inventory counts and placement of new products.
- Attend to remittance and clerical duties.
- Ensure open and lock up procedures are followed.
- Promote the Giftshop to stakeholders and the community.
- Contribute towards the Parishes continual improvement plans and goals.

Evaluation and Continuous Improvement

- Identify and provide regular feedback to the line manager with regards to relevant issues, trends, and gaps.
- Participate and prepare for appraisal meetings.
- Participate in and contribute to meetings, training and planning activities, service evaluation and quality assurance activities.

- Undertake other duties as directed by those authorised to give such direction within the scope of expertise and training.

8. KEY RELATIONSHIPS

Including but not exclusive of:

External

External Suppliers

Internal

St Monica’s Cathedral and Bishops House
 Diocese Finance Department
 Dioceses of Cairns

9. KEY PERFORMANCE INDICATORS

1. Work plan objectives attached to the position are met.
2. Positive feedback is received on the quality of your work.
3. You have effectively completed all administrative functions of the role in an accurate and timely manner.
4. Adherence to Diocesan policies and procedures specific and relevant to the role.
5. Compliance with Safeguarding principles and Work Health and Safety Policy and Procedures and instructions provided in respect to the Health and Safety of yourself and other persons.

10. DECISION MAKING / AUTHORITY LEVEL

Budget Accountability: \$Nil

This position also has:

- Access to sensitive personal and financial information as approved

11. ADDITIONAL REQUIREMENTS

- A commitment to the mission and objectives of the Catholic Diocese of Cairns.
- Physical requirements of the position:
 Work is normally performed in a typical interior retail setting
 Manoeuvring within the retail environment appropriate to the position
 Frequent use of telecommunication and electronic equipment

12. EMPLOYEE ACCEPTANCE

Statements included in this description are intended to reflect, in general, the duties and responsibilities of this position and are not to be interpreted as all-inclusive. All employees are required to carry out all duties in accordance with policies and procedures of the Catholic Diocese of Cairns and relevant agreements and to act at all times with integrity and professionalism.

I note that Position Descriptions are under periodic review and may be changed, after consultation, at any time. I have read this Position Description and agree to carry out the duties and responsibilities as outlined above

Signed

Date