



# Northern Peninsula Area Regional Council

## POSITION DESCRIPTION

<b>Position number</b>	TBA	<b>Date of last review</b>	April 2026
<b>Position Title</b>	Assistant Manager – Retail Operations		
<b>Award</b>	<i>Northern Peninsula Area Regional Council Certified Agreement (Stream B) Award – State 2023</i>		
<b>Classification</b>	<b>Band 2 Level 3 – 4 (Dependant on Skills and Qualifications)</b>		
<b>Division</b>	Enterprise Services		
<b>Location</b>	NPARC Retail Sites (Various)		
<b>Employment Type</b>	Full Time, Permanent		
<b>Hours of Duty</b>	38 hours per week		
<b>Supervisor</b>	Supermarket Manager / Executive Managers		
<b>Direct Reports</b>	Retail Supervisors, Retail Assistants and Floor Staff		

### ORGANISATIONAL ENVIRONMENT

**Mission:** Build a sustainable, culturally vibrant, and connected community.

**Vision:** By growing indigenous and local opportunities, enhancing, preserving, and protecting our unique physical environment and unique Cultural Heritage, prolonging and enriching the lives of our People, promoting unity and leading multi-generational change.

### Our Values - What do we believe in?

- Community Focused
- Respect and support for environment, culture, and our people
- Transparency and accountability
- Working with Stakeholders to plan and actively share responsibility for improving sustainable service provision for community.
- Providing a safe and healthy working environment

### PRIMARY OBJECTIVE OF POSITION

Support the Supermarket Manager in overseeing NPARC's retail businesses to ensure they operate profitably, remain customer focused, and offer quality merchandise at competitive prices. The position is responsible for day-to-day operations, staff leadership and business performance across all NPARC retail sites.

### MULTI-SITE OPERATIONS

Staff may be required to work across different sites within Council's retail operations. NPARC retail sites include, but are not limited to, the Umagico Supermarket, Injinoo Service Station, Stores/Hardware, Jardine Ferry Kiosk, NPA Airport Kiosk, Swimming Pool Kiosk. Flexibility and willingness to work at any of these locations as directed is an essential requirement of this position.

### KEY ACCOUNTABILITIES

Duties and responsibilities include but are not limited to:

1. **Operational Management & Systems:** Assist in managing NPARC retail operations across all sites, including the rollout and optimization of retail management software to ensure efficient day-to-day workflows.
2. **Financial Performance & Reporting:** Assist with budget preparation, monitor expenditure against targets, and contribute data-driven reports to Council to support strategic decision-making.
3. **Inventory & Supply Chain:** Manage end-to-end stock control, inventory, and ordering, while developing supplier relationships to secure competitive pricing, rebates, and "value for money" offerings.
4. **Business Growth & Strategy:** Develop and implement strategies to improve market share and business performance, specifically capitalising on seasonal trends like the Dry Season.
5. **Marketing & Merchandising:** Oversee branding, advertising, and promotional activities, ensuring effective merchandising and pricing strategies are consistent across all locations.
6. **Team Leadership & Development:** Assist in recruitment, and onboard retail staff, providing ongoing training, performance management, and rostering in line with Council policy.
7. **Service Excellence & Culture:** Drive a culture of outstanding customer service while ensuring staff receive clear feedback, recognition, and support through regular management forums.
8. **Compliance & Risk Management:** Maintain strict controls for cash handling and sales management while performing other directed duties to ensure operational safety and integrity.

## SELECTION CRITERIA

### Technical Expertise & Business Acumen

- **Industry Knowledge:** Sound knowledge and extensive experience in the retail grocery and hardware trades, including best-practice management of customer-focused operations.
- **Commercial Operations:** Demonstrated experience operating diverse commercial business enterprises with a strong understanding of relevant retail service regulations.
- **Strategic Marketing:** Proven application of the "Four P's of Marketing" (Product, Price, Promotion, and Place) to drive business performance and market engagement.

### Leadership & People Management

- **Team Leadership:** Demonstrated ability to lead and manage staff, including the capacity to prioritise workloads and meet strict deadlines.
- **Communication Excellence:** High-level written, verbal, and interpersonal communication skills, with a focus on building effective professional networks.
- **Inclusive Workplace Culture:** A proven commitment to supporting a diverse, equitable, and safe workplace, underpinned by personal attributes of resilience, initiative, and respect.

### Cultural & Community Awareness

- **Cultural Competency:** A deep understanding of issues affecting Aboriginal and/or Torres Strait Islander people and the ability to engage respectfully with diverse communities.

### Qualifications & Mandatory Requirements

- **Licensing:** Possession of a current Queensland "C" Class driver's licence (at a minimum, provisional level).
- **Professional Certification:** Certificate IV in Retail Management or an equivalent qualification is highly preferred.

### Desirable Criteria

- **Local Government Experience:** Previous experience working within a Local Government environment will be highly regarded.

**CONDITIONS OF EMPLOYMENT**

The conditions of employment for this position are in accordance with the *Northern Peninsula Area Regional Council Certified Agreement 2019*, the *Queensland Local Government Industry (Stream A) Award – State 2017*, Council’s policies and procedures, Council’s Code of Conduct and other legislative requirements.

**WORK HEALTH AND SAFETY RESPONSIBILITIES**

The employee shall comply, so far as is practicable, with:

- the *Work Health and Safety Act 2011* and associated Regulations and Codes of Practice
- Council’s Workplace Health and Safety Policies and Procedures
- instructions given by their manager in respect of the Health and Safety of themselves and the Health and Safety of other persons

The employee is responsible for ensuring Council’s WH&S Systems are implemented within their area of responsibility.

We agree that this Position Description accurately reflects the role.

Employee Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Print)

Manager Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Print)

Exec. Manager Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Print)