**JOB DESCRIPTION**

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| **POSITION TITLE** | **Grocery Assistant - Night Fill** |
| **STORE** | Kilbirnie |
| **DATE** | 01 October 2018 |
| **REPORTS TO** | Grocery Supervisor |
| **PURPOSE OF POSITION** | Responsible for ensuring all required stock is transitioned from the stock room and picking faces to the appropriate aisles, and to fill and merchandise the shelves appropriately in preparation for the day’s trading. |

**REPORTING STRUCTURE**

**RELATIONSHIPS**

# INTERNAL

* Owner Operator
* Department Manager
* Team members
* Other store staff

**ACCOUNTABILITIES**

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| **OPERATIONAL** | Complete the tasks of a Grocery Assistant (Nightfill), including (but not limited to):   * Bring required stock from the store room to the appropriate aisles within the trading floor as required for processing. * Filling designated areas and facing up appropriately with a minimum level of disruption to customers. * Return pallets on pallet-jacks to the store room once empty and store them in the appropriate area thereby minimising damage to the pallets and ensuring the aisles are kept clear of blockages at all times during trading. * Ensure damage to the store’s fixtures and fittings is minimized through appropriate use of the pallet jacks. * Ensure all stock movements are completed prior to trading for the day to allow customers open access to all aisles. * Clean shelves and undertake other appropriate house-keeping activities as required e.g. sweeping the floors.  |  |  | | --- | --- | | * Ensure the displays / shelves are appropriately stocked and relevant merchandising standards are maintained at all times. * Ensure appropriate stock rotation policy adhered to. * Undertaking additional housekeeping as required (e.g. sweeping the floors, dealing with spillages and breakages, cleaning shelves etc.) * Ensure the aisles are kept clear of rubbish and blockages at all times allowing for clear customer access. * Other tasks across the store as required | | | * Follow Health and Safety Policy, Food Safety Policy and compliance procedures in the store. * Ensure Food Safety standards are maintained through completion of appropriate daily, weekly and monthly cleaning. * Assist in ensuring 100% price integrity in the department. Complete the traceability forms as required. | | |
| **COMPLIANCE** | * Follow health and safety policy, food safety policy and compliance procedures in the store. |
| **CULTURAL** | * Contribute effectively as a team member. * Live the store values. |

**PERSON SPECIFICATION**

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| **PEOPLE FOCUS** | **WORKING WITH PEOPLE**   * Is self -aware, approachable and mindful of their impact on others * Demonstrates an interest in, and understanding of people, behaving in a culturally sensitive manner * Is outgoing and supportive; recognising and acknowledging the contribution of others * Actively contributes to a team spirit of openness and inclusiveness where colleagues feel able to offer ideas * Listens and communicates openly and proactively * Adapts their style to build and maintain relationships with multiple stakeholders (staff, suppliers, peers etc) |
| **CUSTOMER FOCUS** | **MEETING CUSTOMER EXPECTATIONS**   * Brings everything back to the customer; identifying and focusing upon their needs & expectations * Actively sets, monitors and maintains consistently high standards of customer service * Continuously makes improvements for customers; seeking input from staff and customers to do so * Creates an environment that customers want to shop * Is responsive to feedback from all sources * Adopts a “service” mentality at all times regardless of their position or experience, genuinely enthusiastic about the difference service makes to the customer and success of the business |
|  | **ADAPTING AND RESPONDING TO CHANGE**   * Adapts to changing circumstances and accepts new ideas and initiatives * Tolerates ambiguity * Adapts personal style to suit different people and situations * Shows an interest in new experiences |
| **CO-OPERATIVE CULTURE** | **ADHERING TO PRINCIPLES AND VALUES**   * Personally upholds ethics and Foodstuffs Values and accepting nothing less from their team * Consistently demonstrates honesty and integrity (in words, decisions and actions) in all of their dealings with customers, staff, suppliers, colleagues) * Follows due process on all issues of compliance * Demonstrates a strong work ethic through their commitment to the store’s success, ownership of problems and self-discipline * Leads by example in terms of Foodstuffs values, drive to succeed and positive outlook * Challenges appropriately while respecting the position of others |

**QUALIFICATIONS AND EXPERIENCE**

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| **ESSENTIAL** | * Physically fit and able to fulfil the requirements of the role. |
| **DESIRED** | * Good command of written and spoken English * Good basic maths skills * Unit standard 497 * Fork hoist and reachtruck certification |

**SIGNATURE**

I have read and understood this Job Description:

Employee Signature Date: