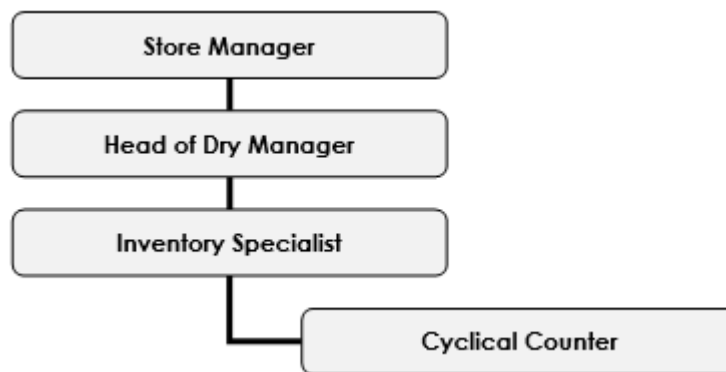


POSITION TITLE	Cyclical Counter
STORE	Pak n Save Mill St
DATE	
REPORTS TO	Head of Dry Manager
PURPOSE OF POSITION	The Cycle Counter is responsible for maintaining accurate inventory records through regular cycle counts and audits. This role involves physical counting of inventory items, reconciling count results with system records, and reporting discrepancies to ensure optimal inventory accuracy.
STORE VISION	
STORE VALUES	

## REPORTING STRUCTURE



## RELATIONSHIPS

### INTERNAL

- Owner Operator
- Buyer
- Inwards Goods
- Department Managers
- HR/Training/Compliance Manager
- Cycle counters
- Other store staff

### EXTERNAL

- Suppliers / Reps
- Foodstuffs Employees

## ACCOUNTABILITIES

### OPERATIONAL

Complete the tasks of a Cyclical Counter, including but not limited to:

- Conduct Regular Cycle Counts, perform scheduled and random counts of inventory items, ensuring accuracy in quantity and location.
- Data Entry and Reconciliation, accurately record count results and reconcile them with existing inventory records in the management system.
- Report Discrepancies, identify and report any discrepancies between physical counts and system records, including possible causes like theft, damage, or clerical errors.
- Inventory Analysis, analyse inventory data to identify trends, discrepancies, and areas for process improvement.
- Collaborate with Other Departments, work closely with warehouse, purchasing, and finance departments to resolve inventory issues and improve inventory control procedures.
- Maintain Inventory Records, keep detailed records of all counts, adjustments, and investigations for future reference and audits.
- Compliance with Policies, adhere to company policies and standard operating procedures, including safety protocols.
- Liaise with appropriate buyers over all stock related issues impacting on the smooth transition of stock into the store.
- Maintain and work to stock control procedures for Inwards. Keep product maintenance up to date.
- Assist in the recording and checking of gains and losses, monitor stock in credits, and assist to maintain visibility of dated stock.
- Monitor stock in staging areas, checking the use of reserve locations. Monitor stock in credits, expediting returns to suppliers. Isolate and handle recalls as and when required. Assist in the checking of gains and losses.
- Assist when required in the layout and locating of products by ensuring all new products are located satisfactorily.
- Access the required training and experience to perform the necessary operations to be informed of and provide feedback on all Stock Management policies and procedures when required.
- Be available to staff to assist warehouse operations and make decisions.
- As part of our team, you will sometimes be asked reasonable requests by management to complete tasks which extend beyond the scope of your regular day to day tasks set out in this job description.
- To ensure the integrity and accuracy of our inventory records, it is critical that all employees involved in the scanning of incoming stock follow the correct procedures for stock receipt and verification. All employees whose role includes scanning in stock are required to adhere strictly to the established stock scanning and verification procedures. Under no circumstances should an employee engage in 'blind receipting'—the practice of acknowledging the receipt of stock without properly scanning and verifying all items against the delivery documentation. Failure to adhere to these scanning procedures will constitute serious misconduct of company policy and any non-compliance will be subject to disciplinary action.

### COMPLIANCE

- Have an understanding of health and safety management responsibilities relative to the position, including:
  - Ensuring all methods to identify and manage safety hazards are fully adhered to.
  - Ensuring the safety behaviour of all staff, especially new, inexperienced and temporary staff are properly managed through effective supervision and training.
  - Implementing and maintaining health and safety policies to agreed standards.
- Ensuring appropriate safety equipment is available to all team members.

### CULTURAL

- Contribute effectively as a team member.
- Live the store values.

**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)

**PERSON SPECIFICATION****PEOPLE FOCUS****LEADING AND SUPERVISING**

- Provides clear & consistent direction
- Recruits and motivates the right people
- Invests in their people through training and development
- Sets and upholds standards (of product, service and behaviour)
- Role models the desired (positive) culture and behaviour ('fair yet firm')
- Acts with confidence, authority, integrity and empathy

**WORKING WITH PEOPLE**

- 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 rewarding the contribution of others
- Actively builds a team spirit of openness and inclusiveness where staff feel able to offer ideas
- Listens, consults and communicates openly and proactively
- Adapts style to build and maintain relationships with multiple stakeholders (staff, suppliers, peers etc)

**PERSUADING AND INFLUENCING**

- Makes a strong, positive personal impression on others
- Gains clear agreement and commitment from others by persuading or negotiating
- Inspires and convinces others, giving them the confidence to do their jobs effectively
- Facilitates discussions to ensure all ideas are heard and to influence outcomes and actions
- Manages conflict openly, fairly and quickly
- Uses questioning and listening skills to understand issues and create solutions with others
- Is resilient; persuading others to keep trying new things even in the face of setbacks
- Accepts new ideas and initiatives, able to adapt to changing circumstances
- Shares knowledge and expertise

**RESULTS FOCUS****PLANNING AND ORGANISING (TO DELIVER RESULTS THROUGH OTHERS)**

- Clearly communicates the goals and objectives of the business
- Plans activities and projects well in advance, and takes into account possible changing circumstances
- Works in a systematic way; putting systems and processes in place to ensure compliance and consistent levels of service despite changes in staff or suppliers
- Delegates effectively; empowering people yet holding them accountable
- Coaches employees, providing clear, honest feedback on their performance
- Has effective time management; working on the business more than they work in the business

**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 where customers want to shop
- Looks at, and responds 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 store

**CO-OPERATIVE CULTURE****ADHERING TO PRINCIPLES AND VALUES**

- Personally upholds ethics, Foodstuffs and store Values and accepts nothing less from their team
- Consistently demonstrates honesty and integrity (in words, decisions and actions) in all of their dealings with customers, staff, suppliers and colleagues)
- Consistently, openly, and fairly addresses difficult issues (e.g. poor performance, conflict, theft)
- Follows due process on all issues of compliance
- Demonstrates a strong work ethic through their commitment to the organisation's success, ownership of problems and self-discipline
- Leads by example in terms of Foodstuffs and store values, drive to succeed and positive outlook
- Challenges appropriately while respecting the position of others

**'CO-OPERATIVE' SPIRIT**

- Competitive externally rather than internally (and at the expense of the Co-operative)
- Uses the strength of the Co-operative; following co-operative guidelines and challenging themselves, their colleagues, and the organisation to do the right thing even if it does cost money
- Encourages individual and business contribution to the community
- Builds a wide and effective network of contacts that they use for support and sharing great ideas

**SAP**

- Has an ability to manipulate data in Excel.

**QUALIFICATIONS AND EXPERIENCE****ESSENTIAL**

- Computer literate
- Retail Experience to supervisory level
- Physically fit and able to fulfil the requirements of the role.

**DESIRED**

- Good command of written / spoken English
- Good basic maths skills
- FMCG experience
- Food retail / fresh food experience

**SIGNATURE**

I have read and understood this Job Description:

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date: