



JOB DESCRIPTION

POSITION TITLE	Grocery Supervisor
STORE	Te Awamutu
DATE	26 March 2024
REPORTS TO	Grocery Manager/ Grocery Assistant Manager
PURPOSE OF POSITION	To assist the Grocery Manager in day-to-day running of the Grocery department to ensure that sufficient quantities and range of products are available for sale at the correct price at all times during opening hours. In addition, ensuring the department is well-merchandised, exceeds customers' expectations, maintains good price integrity, clean, tidy and attractively presented. Finally, driving the Department Team so that our customers receive an outstanding shopping experience.
STORE VISION	We will hold a respected and prominent place in our community that is profitable and rewarding for all.
STORE VALUES	Pride • Respect • Integrity • Co-operative Nature • Enthusiastic

REPORTING STRUCTURE



RELATIONSHIPS

INTERNAL

- Owner Operator
- Store Manager
- Grocery Manager
- Duty Manager
- Team members
- Other store staff

EXTERNAL

- Suppliers/Reps
- Foodstuffs' employees
- Customers

ACCOUNTABILITIES

OPERATIONAL

- Help to ensure defined business and specific department targets as well as operational delivery standards are met or exceeded.
- Follow appropriate stock control / stock taking processes and procedures.
- Support the control of managing credits and Out of Stocks.
- Help to ensure the shop is full fresh and appealing throughout the hours of trade and that gaps are minimized, stock is available for customers to purchase wherever possible.
- Work with Department staff in completing the department tasks including (but not limited to):
 - Bringing stock from the storeroom as required.
 - Filling designated areas and facing up
 - Customer service
 - Keeping work areas clean and tidy
 - Other tasks across the store as required.
- Ensures Foodstuffs promotional and pricing programmes are adopted so that the store presents a competitive and brand consistent offer to the market at all times.
- Ensure all appropriate signage is displayed correctly and that advertised product is displayed meaningfully.
- Merchandise the department appropriately including appropriate ticketing and correct price displayed. Build eye catching displays and ensure the department merchandising standards invite purchases through attention to detail.
- Handle Customer enquiries and complaints appropriately and ensure effective interactions with customers at all times.
- Duty Manager duties to cover – holding the DM phone
- Provide cover for the Grocery Manager/Assistant Manager as required

FINANCIAL

- Manage assigned activities, promotions and initiatives within plan, budget and resource deployment delegations.

STAFF MANAGEMENT

- Effectively leading the team in the department by:
 - Ensuring all team members receive an appropriate orientation to the department and receive appropriate ongoing training support.
 - Guiding all department members through training to achieve desired standards of performance.
- Manage the department staff effectively through adherence to appropriate in-store policies and procedures and by setting a personal example of expected store behaviours.
- Assist Manager with department staff's performance using the in-store systems i.e. recognising good staff performance, having a courageous conversation where performance or behaviour is not acceptable, completing file notes and performance improvement plans that are set up by the department manager or HR Manager etc.

COMPLIANCE

- Maintain Food Safety and Health & Safety compliance in the department.
- Maintain 100% price integrity in the department.
- Ensure appropriate safety equipment available to all team members.

CULTURAL

- Effectively act to resolve issues to satisfaction of customers and the business through agreed company values.
- Contribute effectively as a team member.
- Live the store values.

PERSON SPECIFICATION

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**ESSENTIAL**

- FMCG or food retail experience.
- 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
- Supervisory experience

SIGNATURE

I have read and understood this Job Description:

Employee Signature

Date: