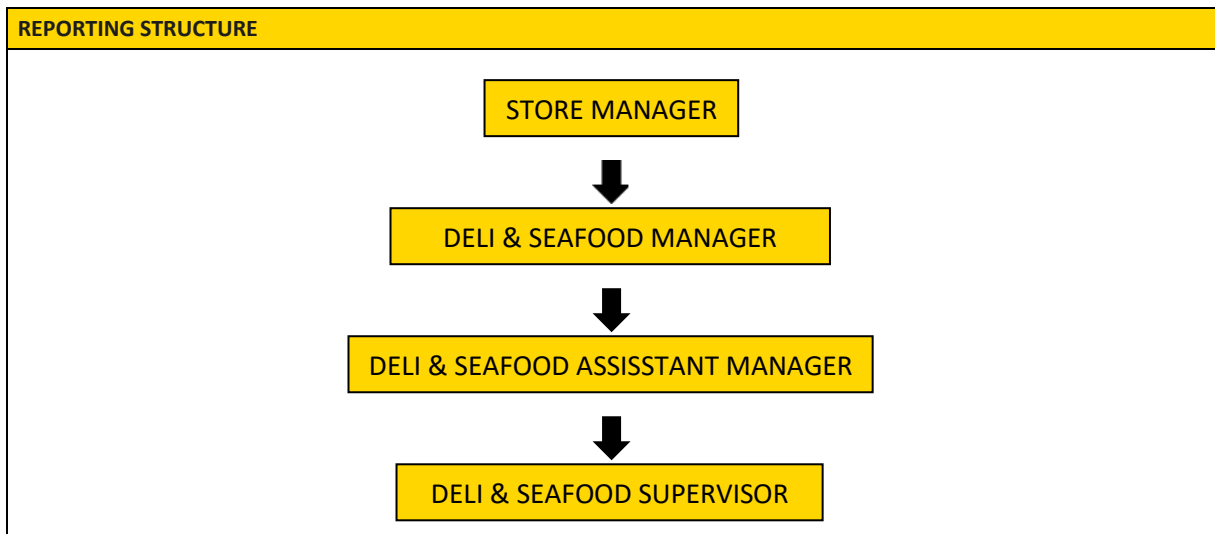




# JOB DESCRIPTION

<b>POSITION TITLE</b>	Deli & Seafood Supervisor
<b>STORE</b>	Pak'nSave Kapiti
<b>DATE</b>	March 2025
<b>REPORTS TO</b>	Deli & Seafood Manager / Deli & Seafood Assistant Manager
<b>PURPOSE OF POSITION</b>	The purpose of the Deli & Seafood Supervisor role is to help lead, direct, and motivate team members within the Deli & Seafood Department so that high productivity and customer standards are maintained at all times.
<b>STORE VISION</b>	To deliver a superior experience for our team, customers and community
<b>STORE VALUES</b>	Think customer; In it together; Courageous; Above the line



RELATIONSHIPS	
<p><b>INTERNAL</b></p> <ul style="list-style-type: none"> <li>Owner operator</li> <li>Store leadership team</li> <li>Store team members</li> <li>Foodstuffs' team members</li> </ul>	<p><b>EXTERNAL</b></p> <ul style="list-style-type: none"> <li>Customers</li> <li>Suppliers</li> <li>Merchandisers</li> </ul>

ACCOUNTABILITIES	
<p><b>OPERATIONAL</b></p>	<ul style="list-style-type: none"> <li>Helping to prioritise work within the department in a way that maximises department and customer standards</li> <li>Maintain an awareness of overall standards across the department so that out of stocks are always minimised and high customer standards are always maintained</li> <li>Training and onboarding new team members within the department</li> <li>If required, assist in keeping control of wage budgets through monitoring of rosters and hours being worked by the team</li> <li>Leading team members in a way that maximises productivity</li> <li>Assisting customers with any queries they may have</li> <li>Assist in other areas of the store as required</li> <li>Correctly follows all processes associated with reporting and metrics for SAP</li> </ul>

<b>LEADERSHIP</b>	<ul style="list-style-type: none"> <li>• Provide timely and meaningful performance feedback to team members</li> <li>• Identify opportunities and help to implement action plans that help our team members to grow and develop their skills and abilities</li> <li>• Build trust with the team and be seen as a leader worth following</li> <li>• Be an advocate for the team members you work with – making sure that our leadership team know what our team needs are and helping our team members to identify what training and career opportunities might be available to them within our store and industry</li> <li>• Role model behaviours and ways of working that align with the values and culture of our store</li> </ul>
<b>COMPLIANCE</b>	<ul style="list-style-type: none"> <li>• Adhere to and be a role model for the food safety, health &amp; safety, security and compliance policies, guidelines and procedures for both your department and the wider store</li> <li>• Ensure that team members you are supervising are following all food safety, health &amp; safety, security and compliance policies, guidelines and procedures for both your department and the wider store</li> </ul>
<b>CULTURAL</b>	<ul style="list-style-type: none"> <li>• Contribute effectively as a team member</li> <li>• Live the store values</li> </ul>

**Please Note: It is an expectation that you will assist with reasonable ad-hoc tasks as directed by management.**

<b>PERSON SPECIFICATION</b>	
<b>PEOPLE FOCUS</b>	<p><b>WORKING WITH PEOPLE</b></p> <ul style="list-style-type: none"> <li>• Is self -aware, approachable and mindful of their impact on others</li> <li>• Demonstrates an understanding of people, behaving in a culturally sensitive manner</li> <li>• Is outgoing and supportive; recognising and acknowledging the contribution of others</li> <li>• Actively contributes to a team spirit of openness and inclusiveness where colleagues feel able to offer ideas</li> <li>• Listens and communicates openly and proactively</li> <li>• Adapts their style to build and maintain relationships with multiple stakeholders (staff, suppliers, peers etc.)</li> </ul>
<b>CUSTOMER FOCUS</b>	<p><b>MEETING CUSTOMER EXPECTATIONS</b></p> <ul style="list-style-type: none"> <li>• Values the importance of providing high-quality customer service by bringing everything back to the customer; identifying and focusing upon their needs &amp; expectations</li> <li>• Actively sets, monitors and maintains consistently high standards of customer service</li> <li>• Continuously makes improvements for customers; seeking input from staff and customers to do so</li> <li>• Creates an environment that customers want to shop</li> <li>• Is responsive to feedback from all sources</li> <li>• 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</li> </ul> <p><b>ADAPTING AND RESPONDING TO CHANGE</b></p> <ul style="list-style-type: none"> <li>• Adapts to changing circumstances and accepts new ideas and initiatives</li> <li>• Tolerates ambiguity</li> <li>• Adapts personal style to suit different people and situations</li> <li>• Shows an interest in new experiences</li> </ul>
<b>CO-OPERATIVE CULTURE</b>	<p><b>ADHERING TO PRINCIPLES AND VALUES</b></p> <ul style="list-style-type: none"> <li>• Personally upholds ethics, Foodstuffs and store values and accepting nothing less from their team</li> </ul>

	<ul style="list-style-type: none"> <li>• Consistently demonstrates honesty and integrity (in words, decisions and actions) in all of their dealings with customers, staff, suppliers, colleagues)</li> <li>• Follows due process on all issues of compliance</li> <li>• Demonstrates a strong work ethic through their commitment to the store’s success, ownership of problems and self-discipline</li> <li>• Leads by example in terms of Foodstuffs and store values, drive to succeed and positive outlook</li> <li>• Challenges appropriately while respecting the position of others</li> </ul>
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**QUALIFICATIONS AND EXPERIENCE**

<b>ESSENTIAL</b>	<ul style="list-style-type: none"> <li>• Ability to prioritise and multi task to consistently meet deadlines</li> <li>• Physically fit and able to fulfil the requirements of the role</li> </ul>
<b>DESIRED</b>	<ul style="list-style-type: none"> <li>• Good command of written and spoken English</li> <li>• Good basic maths skills</li> <li>• Computer literate</li> <li>• Unit standards 497, 167 &amp; 168</li> <li>• Customer service experience</li> <li>• Food retail and/or fresh food experience</li> </ul>

**SIGNATURE**

I have read and understood this Job Description:

\_\_\_\_\_

Employee Signature \_\_\_\_\_  
Date: