



POSITION TITLE	Checkout Manager
STORE	New World Whangaparaoa
DATE	21/03/2025
REPORTS TO	Store Manager
PURPOSE OF POSITION	To ensure customers receive excellent service whilst managing expenses and the department team.
STORE VISION	To maximise sales and achieve specified profit margins whilst managing expenses and the department team
STORE VALUES	In it Together, Above the Line, Be Courageous, and Think Customer

REPORTING STRUCTURE



RELATIONSHIPS

INTERNAL

- Owner Operator
- Other Dept and Duty Managers
- Checkout Team Members
- HR/Training/Compliance Manager
- Other store staff

EXTERNAL

- Suppliers / Reps
- Merchandisers / Demonstrators
- Foodstuffs Specialists
- Foodstuffs HR Business Partners
- Other Foodstuffs Employees
- Customers
- Community Groups Contacts

COMMITTEES

- Store Management Team
- Health and Safety Committee

AUTHORITIES (refer Delegated Authorities matrix)

Staffing -

Financial -

Operational -

ACCOUNTABILITIES

- OPERATIONAL**
- Enhance the reputation of the business by promoting and encouraging 'best practice' levels of customer service.
 - Effectively resolve all customer related enquiries and complaints. Minimise customer complaints received.
 - Ensure operational delivery standards such as items per bag and customers in a queue are met or exceeded
 - Reinforce and appropriately implement the businesses returns policy in all appropriate transactions.
 - Ensure effective liaison with department representatives to minimise delays in dealing with customer price / stock enquiries.
 - Ensure the checkout area is kept clean and tidy and all trolleys, baskets and credits are cleared away regularly to avoid clutter or potential hazards being created.
 - Ensure all checkout stock and equipment required is sourced through approved suppliers.
 - Manage credits / returns in a timely and tidy fashion to minimize waste and reduce loss.
 - Maintain security of the front end to ensure all products that leave the store are paid for.
 - Ensure all appropriate signage is displayed correctly.
 - Manage the customer service desk.
 - Ensure checkouts are set up daily and floats are managed.
- FINANCIAL**
- Manage the front of store / checkouts component of assigned activities, promotions and initiatives within plan, budget and resource deployment delegations.
- STAFF MANAGEMENT**
- Roster to ensure adequate staff levels at all times, keeping in line with wage percentage targets.
 - Manage the trolley personnel to ensure trolleys are available to customers at all times.
 - Ensure staff follow Checkout processes and procedures as well as the Steps to Quality Service.
 - Assist in recruitment of all team members into the department.
 - Ensure all team members receive an appropriate induction / orientation to the department and receive appropriate ongoing training support. Train the team members as required.
 - Ensure all staff management practices within the department comply with store policies on employment, attendance, health and safety, training, leave, discipline etc., such that all staff in the department know they are being treated consistently.
 - Put in place initiatives to assist in the retention of staff and reduction of staff turnover as appropriate.
 - Complete and document performance management discussions with all team members.
 - In conjunction with Owner Operator and HR / Trainer ensure succession plan is in place for all key roles within the department & ensure all staff are aware of development opportunities available to them.
 - Guide all department members through identified training to achieve desired standards of performance.
 - Support the employees in the department involved in specific programmes / courses e.g. Management Development.
 - Manage Holiday and Lieu Day levels to ensure liability is kept under control.
- 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 regular safety inspections are carried out and that all accidents and incidents are reported and investigated by a trained investigator.
 - Ensuring the safety behaviour of all staff, especially new, inexperienced and temporary staff, as well as contractors are properly managed through effective supervision and training
 - Implementing and maintaining health and safety and food safety policies to agreed standards.
 - Ensuring appropriate safety equipment is available to all team members.
- CULTURAL**
- Effectively act to resolve issues to satisfaction of customers and business through agreed company values.
 - Support the development of the store's culture by working with the rest of the management team to support and deliver relevant programmes that maintain and build this uniqueness.
 - Contribute to the overall effectiveness and efficiency of the store through input to the senior team and active participation and support of department and store wide initiatives
 - Maintain a standard of discipline which reflects in high standards of behaviour and dress as required by the Foodstuffs format and Owner.

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

QUALIFICATIONS AND EXPERIENCE

ESSENTIAL

- Computer literate
- Retail experience to supervisory level or previous department management experience
- 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
- Checkout or customer service experience
- Clean driver's licence

SIGNATURE

I have read and understood this Job Description:

Employee Signature

Date: