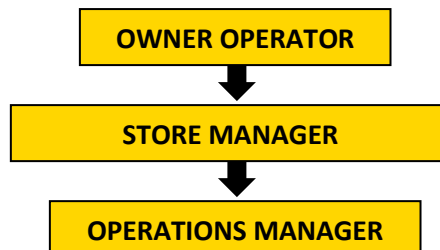


POSITION TITLE	Operations Manager
STORE	PNS Cameron Road
DATE	April 2025
REPORTS TO	Store Manager
PURPOSE OF POSITION	<p>The primary role of the Operations Manager is to support the Store Manager by ensuring the smooth execution of daily store operations. This position focuses on implementing store policies, supervising department managers, and maintaining high operational standards.</p> <p>The Operations Manager ensures that department managers effectively oversee their areas, maintain store-wide efficiency, and help achieve financial and compliance goals. This role primarily focuses on execution rather than strategy, providing essential support for the Store Manager's leadership and decision-making. The primary role of the Operations Manager is to support the Store Manager by ensuring the smooth execution of daily store operations. This position focuses on implementing store policies, supervising department managers, and maintaining high operational standards.</p>
STORE PURPOSE	More Value in Every Trolley
STORE VALUES	<p>Care About Our People - We've Got Each Other's Backs.</p> <p>Care About Our Customers - Customers Make Our Day, So We Make Theirs!</p> <p>Care About Our Workplace - Keep It Fresh, Keep It Flowing</p>

REPORTING STRUCTURE



RELATIONSHIPS

INTERNAL

- Owner operator
- Store manager
- Department managers
- Store team members
- Foodstuffs' team members

EXTERNAL

- Customers
- Suppliers
- Merchandisers

AUTHORITIES

- **Staffing:** Supports department managers in hiring and performance management but does not make final hiring/termination decisions
- **Financial:** Implements store financial policies but does not set financial targets
- **Operational:** Executes store-wide operational standards as set by the Store Manager

ACCOUNTABILITIES	
1. The Board of Directors shall have the ultimate responsibility for the overall management of the company and shall be responsible for the following:	
a. Establishing the company's vision, mission, and values.	
b. Approving the company's strategic plan and budget.	
c. Monitoring the company's performance and ensuring that it is in line with the strategic plan and budget.	
d. Ensuring the company's financial health and solvency.	
e. Ensuring the company's compliance with applicable laws and regulations.	
f. Ensuring the company's ethical and social responsibility.	
2. The Board of Directors shall also have the authority to:	
a. Hire and fire the CEO and other senior executives.	
b. Approve the company's major capital expenditures.	
c. Approve the company's dividend policy.	
d. Approve the company's debt and equity financing.	
e. Approve the company's risk management strategy.	
f. Approve the company's environmental and social responsibility strategy.	
3. The Board of Directors shall also be responsible for:	
a. Ensuring the company's long-term sustainability.	
b. Ensuring the company's reputation and brand value.	
c. Ensuring the company's innovation and growth.	
d. Ensuring the company's customer satisfaction and loyalty.	
e. Ensuring the company's employee satisfaction and engagement.	
f. Ensuring the company's community and stakeholder relations.	

OPERATIONAL CUSTOMER SERVICE & ENGAGEMENT	<ul style="list-style-type: none"> • Implements and enforces operational delivery standards set by the Store Manager. • Supervise department managers to maintain smooth store operations and meet standards. • Ensure ordering for all departments is controlled effectively through the appropriate use of the in-store purchasing systems. • Conduct regular store walkthroughs to ensure we are meeting our standards. • Ensure the range matches the format and customer service requirements while optimising stock holding levels and turnover. • Supports the execution of store-wide promotions, pricing strategies, and stock management policies to enhance the store's image and display and stock presentation standards. • Assists with process improvement initiatives to enhance store efficiency and works with the Store Manager to address them. • Ensures all stock is sourced from approved suppliers, orders are timely, and products are quality checked upon arrival. • Ensure appropriate stock control/stock-taking processes and procedures are in place. • Liaise with suppliers in conjunction with Department Managers as appropriate. • Handle customer enquiries and complaints appropriately and always ensure effective interactions with customers. • Proactively tracks and reviews customer promise feedback for the store and discusses trends and opportunities with the Store Manager to ensure high service standards. • Handles routine customer complaints and escalates significant concerns to the Store Manager. • Works with department managers to implement improvements in customer feedback. • Undertake projects and reviews as directed by the Store Manager.
FINANCIAL & COST CONTROL	<ul style="list-style-type: none"> • Monitor sales and gross profit targets, reporting trends to the Store Manager to drive success. • Collaborate with department managers to implement innovative cost-saving measures and champion loss prevention initiatives. • Ensure that pricing and promotional rollouts are executed flawlessly, delivering exceptional value to our customers. • Manage stock control effectively, ensuring our orders meet the store's needs and holding suppliers accountable for any issues to maintain quality. • Process credits efficiently and systematically to minimise waste and protect our resources. • Enforce loss prevention initiatives to achieve optimal inventory control and stock management. • Ensure our store pricing and promotional rollouts are always accurately executed, reflecting our commitment to excellence. • Support department managers in managing inventory while maintaining focus on our key objectives, leaving contract negotiations to others. • Conduct thorough stock quality checks and follow proper procedures, holding suppliers accountable for the volumes delivered, to ensure we provide the best for our customers.
TEAM MANAGEMENT AND TRAINING	<ul style="list-style-type: none"> • Partnering with department managers is essential for enabling team development and effective supervision. • Assists with rostering to ensure staffing and meet operational needs within wage budgets. • Weekly check-ins with department managers will help us assess performance and celebrate successes. • Implements Store Manager's directives on training and performance management. • Assists in the recruitment process but does not make final hiring or termination decisions.
COMPLIANCE	<p>Understand health and safety responsibilities, including:</p> <ul style="list-style-type: none"> • Identifying and managing safety hazards. • Conducting safety inspections and reporting incidents. • Supervising and training staff on safety practices. • Maintaining health and food safety policies. • Resolving customer inquiries and ensuring compliance.
COMMUNITY	<ul style="list-style-type: none"> • Reinforce and develop the community positioning and employee value proposition of the store. Supports the Store Manager in external relations but does not lead strategic partnerships.
CULTURAL	<ul style="list-style-type: none"> • Resolve issues effectively to satisfy customers and the business while adhering to company values. • Work together to tackle challenges in a way that reflects our values and supports our store

	<p>culture. Uphold high standards of behaviour while contributing to team objectives and embodying our core values.</p> <ul style="list-style-type: none"> • Maintain high standards of discipline, behaviour, and dress in line with Foodstuffs format and Owner expectations. • Contribute effectively as a team member • Live the store values
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PERSON SPECIFICATION	
PEOPLE FOCUS	LEADING AND SUPERVISING <ul style="list-style-type: none"> • Provides clear and consistent direction and motivates the right people in the right place • 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') • Adapts their style to build and maintain relationships with multiple stakeholders (staff, suppliers, peers, etc.)
PERSUADING AND INFLUENCING	<ul style="list-style-type: none"> • Creates positive relationships and gains commitment through persuasion • Inspires confidence in others • Facilitates inclusive discussions • Manages conflicts fairly • Collaborates on solutions and adapts to new ideas and encourages consistency • Shares expertise
WORKING WITH PEOPLE	<ul style="list-style-type: none"> • Is self-aware, approachable and mindful of their impact on others • Demonstrates an interest in and understanding of people, behaving in a culturally sensitive way • Is 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
RESULTS FOCUS	PLANNING AND ORGANISING (TO DELIVER RESULTS THROUGH OTHERS) <ul style="list-style-type: none"> • Effectively communicates the store's goals and objectives across all levels • Plans activities and projects in advance, anticipating potential changes • Implements systems to ensure compliance and maintain consistent service during staff or supplier transitions. • Delegates tasks effectively, empowering team members while holding them accountable. • Provides clear, honest feedback to coach employees on their performance. • Manages time efficiently, focussed on daily operations
DECIDING AND INITIATING ACTION	<ul style="list-style-type: none"> • Cuts through data, identifying priorities and focusing upon what is important • Is willing to make the tough calls promptly, considering the risks involved • Confidently initiates and generates activity, willing to try new ideas • Has a clear head in a crisis (reactive when necessary but not knee-jerk reactions) • Recognises issues and addresses them quickly • Is focused, taking full responsibility for actions, projects, people and decisions
CUSTOMER FOCUS	MEETING CUSTOMER EXPECTATIONS <ul style="list-style-type: none"> • Brings everything back to the customer, identifying and focusing on their needs & expectations • Actively sets, monitors and maintains consistently high standards of customer service • Continuously makes improvements for customers, seeing input from staff and customers • Creates an environment that customers want to engage with • Looks at and responds objectively to feedback from all sources (website, customers in store, complaints, mystery shopper, store specialists) and learns from other stores or other retailers • Always adopts a "service" mindset regardless of their position or experience, genuinely enthusiastic about the difference service makes to the customer and the success of the store

QUALIFICATIONS AND EXPERIENCE

ESSENTIAL	<ul style="list-style-type: none">• 4-5 years of secondary education• Management Development Graduate or equivalent qualification• Good command of written and spoken English.• Good basic maths skills• Computer literate• 5-10 years of Department Management Experience in a medium-large FMCG Retail environment and/or 2-3 years in an assistant store manager position• FMCG experience• Food Retail / Fresh Food experience• Physically fit and able to fulfil the requirements of the role
DESIRED	<ul style="list-style-type: none">• Supermarket environment experience• Clean Drivers Licence• General Managers Certificate• Retail / Business Qualification

SIGNATURE

I have read and understood this Job Description:

Employee Signature

Date: