

**JOB DESCRIPTION**

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| **POSITION TITLE** | **Duty Manager** |
| **STORE** |  New World Cambridge  |
| **DATE** |  March 2025 |
| **REPORTS TO** | Operations Manager |
| **PURPOSE OF POSITION** | 1. Manage and maintain stock display and customer service
2. Oversee pricing and stock control
3. Lead and motivate on duty grocery team
4. Coordinate overall smooth operation of the store
5. Complete end of day closing procedures
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| **STORE VISION** | To provide our customers with a shopping experience which is satisfying and meets their needs, and which encourages them to return on a regular basis. |
| **STORE VALUES** |  **I**n it together**A**bove the line**C**ourageous**T**hink Customer |

**REPORTING STRUCTURE**

**RELATIONSHIPS**

### INTERNAL

* Owner Operator
* Other Dept and Duty Managers
* HR/Training/Compliance Manager
* Other store staff**EXTERNAL**
* Customers
* Foodstuffs Employees
* Reps and merchandisers

#  AUTHORITIES (refer Delegated Authorities matrix)

**Staffing**

**Financial Operational**

 **ACCOUNTABILITIES**

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| **OPERATIONAL** | * Oversee and manage store merchandise
* Meet established criteria to support increasing store basket purchase size and share per customer.
* Actively promote high customer service in line with store guidelines
* Manage regulatory and policy health and food safety compliance across all departments
* Adopt and manage Foodstuffs’ New World promotional and pricing programmes
* Implement and maintain competitive and brand offers to customers
* Undertake specific tasks of a Duty Manager including: -
	+ Regularly circulate the shop floor to maintenance of the store’s appearance and stocking quality.
	+ Monitor on duty department staff
	+ Manage store security, implement store security procedures
	+ Monitor checkout service and customer flow.
	+ Liaise with Department Managers to ensure stead product flow
	+ Report appropriate issues to Department and store manager.
	+ Ensure end of day and store closure procedures are completed
	+ Respond to customer and staff complaints, issues and enquiries
	+ Actively help and provide support to all departments
	+ Coordinate the receipt and distribution of new stock, manage stock storeroom to floor
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| **COMPLIANCE** | * Manage identified safety hazards, identify new hazards and put appropriate mitigation measures in place
	+ Carry out regular safety inspections and report accidents and incidents
	+ Monitor and manage safety protocols of on duty staff
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| **CULTURAL** | * 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.
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**PERSON SPECIFICATION**

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| **PEOPLE FOCUS** | **LEAD AND SUPERVISE*** Establish respected working relationships
* Set and uphold product, service and behaviour standards
* Role model positive behaviours and store values
* Display confidence, authority, integrity and empathy

**WORKING RELATIONSHIPS*** Display self-awareness, approachability and mindfulness of impact on others
* Demonstrate understanding of people and cultural differences
* Actively builds a team spirit of openness
* Listen, consult and communicate openly and proactively
* Adapt personal style to build and maintain relationships with all stakeholders (staff, suppliers, peers)

**PERSUADE AND INFLUENCE*** Influence positively to gain agreement and commitment
* Facilitate discussions to ensure ideas are heard and influence outcomes and actions
* Manage conflict openly, fairly and quickly
* Use questioning and listening skills to understand issues and create solutions
* Demonstrate resilience, influencing team members to try new ideas
* Display acceptance of new ideas and initiatives, adapt to changing circumstances
* Share knowledge and expertise
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| **RESULTS FOCUS** | **PLAN AND ORGANISE (TO DELIVER RESULTS THROUGH OTHERS)*** Clearly communicate goals and objectives of the business
* Plan activities and projects, in a timely way, considering changing circumstances
* Work systematically; put systems and processes in place to ensure compliance and consistent levels of service
* Delegate effectively; empowering staff and holding them accountable
* Coach staff, providing clear, honest feedback on their performance
* Displays disciplined and effective time management
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| **CUSTOMER FOCUS** | **MEET CUSTOMER EXPECTATIONS*** Identify and focus on meeting customer needs and expectations, actively monitor and maintain high standards of customer service
* Identify and implement initiatives to continuously improve the customer experience
* Create an environment to create an excellent customer experience
* Analyse and respond to feedback from all sources
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| **CO-OPERATIVE CULTURE** | **ADHERE TO PRINCIPLES AND VALUES*** Uphold Foodstuffs and store ethics and Values
* Always demonstrate honesty and integrity
* Maintain high level of commitment and implementation of all compliance
* Display a strong work ethic and commitment to the store’s success

**CO-OPERATIVE SPIRIT*** Use the strength of the Co-operative, following co-operative guidelines challenging colleagues, and the store to do the right thing
* Encourage individual and business contribution to the community
* Build a wide and effective network of contacts to support and share ideas
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**QUALIFICATIONS AND EXPERIENCE**

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| **ESSENTIAL** | * High level of computer literacy
* Proven supervisory experience
* Demonstrated customer service
* Knowledge of retail best practice
* Physical Fitness
* Liquor License / ability to gain Liquor License
* Current and valid driver’s license
* Proven health and safety and food safety knowledge and experience
* Demonstrated organisational skills
* Excellent verbal and written communication skills
* P
* Physical fitness
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| **DESIRED** | * General Managers’ Certificate
* HACCP Training
* Management Development Graduate
* Unit standards 497 & 167
* Forklift licence (F endorsement)
* Current First Aid Certificate
* Supermarket experience
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**SIGNATURE**

## I have read and understood this Job Description:

Employee Signature Date: