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**JOB DESCRIPTION**

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| **POSITION TITLE** | **Personal Shopper (Picker)** |
| **STORE** | New World Whitby |
| **DATE** |  |
| **REPORTS TO** | Store Manager/Owner Operator |
| **PURPOSE OF POSITION** | The Online Personal Shopper is required to assist the Online Champion to plan and organise the day-to-day picking, packing and processing of all customer orders for the Online shopping department. The Personal Shopper needs to ensure all tasks are efficiently and accurately completed in a timely, professional manner thereby encouraging customers to make repeat Online purchases whilst achieving any targets set by the Owner Operator or Online Champion. |
| **STORE VISION** |  |
| **STORE VALUES** |  |

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| **REPORTING STRUCTURE** |
| OWNER OPERATOR and/or STORE MANAGER  ONLINE MANAGER      PERSONAL SHOPPER (PICKER)  ONLINE HOME DELIVERY AGENT    STAGING AREA ASSISTANT\*  CONCIERGE SERVICE LEAD\*  \*Roles can be merged |

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| **RELATIONSHIPS** | |
| INTERNAL  * Owner Operator * Store Manager * Online Manager * Online Home Delivery Agent * Department Managers * Team members * Foodstuffs’ employees | EXTERNAL  * Customers * Suppliers * Merchandisers |

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| **ACCOUNTABILITIES** | |
| **OPERATIONAL** | * Ensure operational excellence is achieved for all Online shopping orders * Ensure items picked, packed, processed and invoiced for a customer’s order is completed accurately and efficiently by adhering to Standard Operating Procedures and ensuring that best practise guidelines for best before/use-by dates, weighted items, restricted items and substitutions are followed * Ensure orders are labelled and checked, stored securely (within Staging Area), recorded and temperature checked in accordance to Online store policies and operational procedures within a timely manner * Ensure lockers are empty and clean after each allocated timeslot, where necessary returning uncollected orders to the appropriate storage areas within the Staging Area * Ensure all restricted goods that customers are collecting from the lockers are in accordance with ID checking procedures and policies * Assist loading delivery vehicle if required, ensuring that goods are secure and tidy * Communicate with customers to advise of out of stocks, substitutions and any other information that is relevant to their order * Communicate any feedback/issues to Online Champion, Store Management, FSNI Online Operations team, and/or Service Solutions * Ensure housekeeping/cleaning responsibilities and schedules for the Staging Area, Lockers, Online equipment and Vehicles are maintained and adhered to * Monitor and maintain desired levels of inventory and supplies and conduct stocktakes as required * Build positive relationships with both internal and external customers * Follow instructions of FSNI Online Operations team and manager * Assist in ensuring other departments meet their Online responsibilities as required * Contribute to continual improvements and initiatives to help improve the overall quality of the Online shopping experience * Completing other reasonable duties from time to time as requested to ensure business continuity |
| **COMPLIANCE** | * Adhere to the food safety, health & safety, security and compliance policies, guidelines and procedures for Online and the store |
| **CULTURAL** | * Contribute effectively as a team member * Live the store values |

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| **PERSON SPECIFICATION** | |
| **PEOPLE FOCUS** | **WORKING WITH PEOPLE**   * Is self -aware, approachable and mindful of their impact on others * Demonstrates an 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**   * Values the importance of providing high-quality customer service by bringing 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, Foodstuffs and store 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 and store values, drive to succeed and positive outlook * Challenges appropriately while respecting the position of others |

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| **QUALIFICATIONS AND EXPERIENCE** | |
| **ESSENTIAL** | * Ability to prioritise and multi task to consistently meet deadlines * Physically fit and able to fulfil the requirements of the role |
| **DESIRED** | * Good command of written and spoken English * Good basic maths skills * Computer literate * Unit standards 497, 167 & 168 * Customer service experience * Food retail and/or fresh food experience |

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| **SIGNATURE** |
| I have read and understood this Job Description:    Employee Signature Date: |