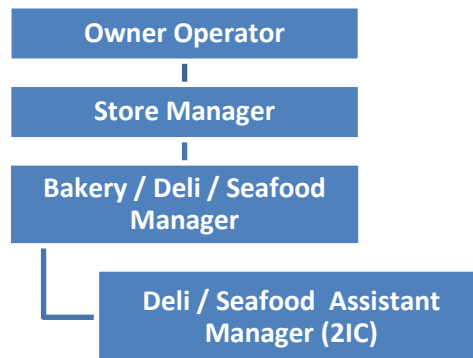




<b>POSITION TITLE</b>	Deli / Seafood Assistant Manager (2IC) -
<b>STORE</b>	New World Matamata
<b>DATE</b>	
<b>REPORTS TO</b>	Bakery / Deli / Seafood Manager
<b>PURPOSE OF POSITION</b>	The primary role of the Deli / Seafood Assistant Manager (2IC) is to assist the Department Manager in maximising sales and achieving specified profit margins whilst managing expenses, stock levels and the Department Team so that our customers receive an outstanding shopping experience.

## REPORTING STRUCTURE



## RELATIONSHIPS

### INTERNAL

- Owner Operator
- Store Manager
- Operations Manager
- Department Manager
- Team members
- HR/Admin Manager
- Compliance Officer
- Other store staff

### EXTERNAL

- Suppliers / Reps
- Foodstuffs Specialists
- Other Foodstuffs Employees
- Industry contacts
- Customers

### COMMITTEES

- Store Management Team
- Health and Safety Committee

## ACCOUNTABILITIES

### OPERATIONAL

- Enhance the reputation of the business by promoting and encouraging 'best practice' levels of customer service.
- Handle Customer enquiries and complaints appropriately and ensure effective interactions with customers at all times.
- Help to ensure defined business and specific department targets as well as operational delivery standards are met or exceeded through effective management of the department.
- Help to control ordering for Department through effective use of the in-store purchasing systems. Ensure range matches the format and customer service requirements whilst optimising stock holding levels and stock turn.
- Liaise with suppliers as appropriate and ensure that all stock is sourced through approved suppliers, all orders placed on time and all product checked on arrival for food safety i.e. temperature, dates and quality.
- Ensure appropriate stock control / stock taking processes and procedures are in place.
- Assist in ensuring sales and GP targets for the department are met or exceeded and that wage costs are controlled appropriately.
- Monitor sales and create opportunities to increase on last year.
- Support the control all department costs and manage credits. Manage credits in a timely and tidy fashion to minimize waste and reduce loss.
- Ensures Foodstuffs New World promotional and pricing programmes are adopted so that the store presents a competitive and brand consistent offer to the market at all times.
- Help to ensure the shop is full fresh and appealing throughout the hours of trade, all food safety practices are adhered to and that stock levels are controlled appropriately.
- Ensure all appropriate signage is displayed correctly and that advertised product is displayed meaningfully.
- Merchandising the department appropriately, as per the best practice manual. Building attractive / eye catching displays and ensuring the department merchandising standards invite purchases through attention to detail.
- Manage the layout of the department to maximize stock visibility to enhance sales potential.
- Ensure customer orders are completed to agreed standards and timeframes.
- Ensure operational delivery standards are met or exceeded including:
- Deputise for the Department Manager as required.
- Any other task as required the by the Store Owner.

### FINANCIAL

- Help to ensure costs are kept within the parameters set out by Owner Operator.
- Achieve cost goals through monitoring department systems in an effective and timely manner.
- Manage assigned activities, promotions and initiatives within plan, budget and resource deployment delegations.
- Meet annual, monthly and weekly targets and review with the Department Manager the sales, gross profit, contribution to profit and cost targets in line with the store targets, proactively taking action to remedy adverse trends.

### STAFF MANAGEMENT

- Assist in effectively Managing the team in the department by:
  - Ensuring all team members receive an appropriate induction / orientation to the department and receive appropriate ongoing training support. Train the team members as required.
  - Guiding all identified department members through identified training to achieve desired standards of performance.
  - Helping to ensure all staff are aware of development opportunities available to them.
  - Rostering to ensure adequate staff at all times, keeping in line with wage percentage targets.
  - Ensuring time sheets etc are completed appropriately.
  - Supporting the employees in the department involved in specific programmes / courses e.g. Management Development.
  - Put in place initiatives to assist in the retention of staff and reduction of staff turnover as appropriate
- Manage the appropriate department staff effectively through adherence to appropriate in-store policies and procedures and by setting a personal example of expected store behaviours.
- Assist in Managing Holiday and Lieu Day levels to ensure liability is kept under control.

## COMPLIANCE

- Maintain Health and Safety, Food Safety and compliance procedures in the Department.
- Staff Food Safety responsibilities include: the safe handling of all foods; following the correct procedures shown in regard to food-handling; undertaking the required training; completing the appropriate forms and documentation as required or delegated to by management; carrying out corrective action where monitoring indicates need.
- Staff Health & Safety responsibilities include maintaining a safe and healthy workplace through: observing all safe work procedures, rules and instructions; the early reporting of any pain or discomfort; taking an active role in treatment and rehabilitation plan to ensure a timely, safe and sustainable return to work; ensuring that all incidents, injuries and hazards are reported to the appropriate person; Health and Safety Working Groups.
- Ensure appropriate safety equipment available to all team members.
- Ensure traceability sheets are completed as required.
- Maintain 100% price integrity in the department.

## CULTURAL

- Live the store mission, values, objectives and beliefs.
- Effectively act to resolve issues to satisfaction of clients and business through agreed company values.
- Contribute effectively as a team member.

## PERSON SPECIFICATION

### PEOPLE FOCUS

#### WORKING WITH PEOPLE

- Is 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 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

- Brings everything back to the customer; identifying and focusing upon their needs and 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 values and stores mission, values, objectives and beliefs, drive to succeed and positive outlook
- Challenges appropriately while respecting the position of others

## QUALIFICATIONS AND EXPERIENCE

### DESIRED

- Retail experience to supervisory level or previous department management experience
- Delicatessen experience
- Computer literate
- SAP, retail IT or ordering systems experience
- FMCG, fresh food or food retail experience
- Physically fit and able to fulfil the requirements of the role.
- Good command of written and spoken English
- Good basic maths skills
- Food Safety training, Unit standards 167 & 168 or experience with the Food Safety requirements of a Food Control Plan
- Health & Safety training or Unit standard 497

## SIGNATURE

I have read and understood this Job Description:

Employee Signature

Date: