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**Online Manager Job Description**

**Reports to Store Manager**

**Purpose of the Online Manager Role:**

The Online Manager is required to manage, plan and organise the day-to-day running of the store’s online team and Online shopping department in accordance to best practice policies and procedures. The Online Team Leader needs to ensure all tasks are efficiently and accurately completed in a timely, professional manner thereby encouraging customers to make repeated online purchases. They are also responsible for handling all online customer enquiries/complaints and using their product knowledge and customer service skills to make sales and encourage repeat business, as well as achieving and maintaining all KPI’s.

**Main Responsibilities:**

**Operational:**

* Ensure overall operational excellence is achieved for the Online shopping department
* Manage, motivate, train and support the Online team ensuring that best practise policies and operational procedures are followed at all times, always leading by example
* Effectively plan, monitor and prioritise work progress from the start of the picking order life cycle to completion of order by Delivery and/or Click & Collect
* Review department, wage and shrinkage reports to set, manage and drive KPIs and targets with the Online team to achieve desired results for the department
* Manage rosters in conjunction with the Merchandising Manager.
* Keep store mapping/picking journey up to date, by working with relevant stakeholders
* Effectively resolve all customer related enquiries and complaints when able to and escalate issues to management and/or FSNI Online Operations team when required
* If required, 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
* If required, load delivery vehicle and deliver orders to the correct delivery address by efficient route optimisation to minimise customer waiting times and ensuring ID checking procedures are followed for restricted items
* Ensure housekeeping/cleaning responsibilities and schedules for Staging Area, Online equipment and Vehicles are maintained and adhered to
* Communicate any feedback/issues to Store Management, FSNI Online Operations team, and/or Service Solutions
* Assist in ensuring other departments meet their Online responsibilities as required
* Follow instructions of FSNI Online Operations team and manager
* Build positive relationships with both internal and external customers
* 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
* Adhere to the food safety, health & safety, security and compliance policies, guidelines and procedures for Online and the store

**Financial:**

* Monitor sales performance and seek opportunities to increase on previous levels.
* Manage, record and report on all credits with a view to minimising where possible.
* Wages costs are controlled appropriately to ensure roster is adequately staffed and holiday/Lieu days are managed to an acceptable level.
* Execution of promotional plan ensures maximum sales achieved.

**Cultural:**

* Train, appraise and review performance of all team members including measuring productivity and engagement on an ongoing basis so that all team members are working to the best of their ability.
* Contribute and support the store and other departments.
* Ensure all team members have a clear understanding of their responsibilities and that they are working to all store standards, vision, mission and values.
* Support and display the store mission and its seven values in every aspect of the role.
* Have input into the recruitment of future team members.
* Promote opportunities for team members i.e. apprenticeship programmes.

**Health & Safety:**

* Demonstrate leadership in health & safety issues in accordance with company policies and procedures.
* Manage the health, safety and welfare of Merchandising team members, including advising and training new team members and keeping all team members updated on health & safety matters.
* Ensure team members comply with company health & safety policy and procedures.
* Ensure all accidents, near misses and potential hazards within department are recorded and reported in line with company policy and procedures.
* Ensure all equipment used within the department is maintained and safe to use, and that team members receive appropriate training in use of equipment.
* Contribute to the promotion and maintenance of safe and healthy working conditions and practices across the store, including for staff, visitors and customers.
* Liaise with the management team on health & safety matters including policy, training, hazards, accidents, near misses, investigations and actions taken.

**Food Safety:**

* Implement and maintain the company’s Food Safety Policy including day to day monitoring, purchasing, audits, corrective actions, etc. as required, and ensure team members adhere to Food Safety Policy requirements.
* Ensure all checks, records and documentation pertaining to food safety are completed as required.
* Support the Senior Management Team and Compliance Manager to ensure robust management of the Food Safety Policy.
* Contribute to the recall and withdrawal from sale of unsafe food as communicated by the Senior Management Team or Compliance Manager.
* Ensure all team members in department are trained in food safety as required, and that training is up to date.
* Ensure safe food is sold from own department where appropriate.

*You will have a review every 6 months with the Business Support Manager to discuss and measure how you are going with your performance.*

**Organisational Structure**

