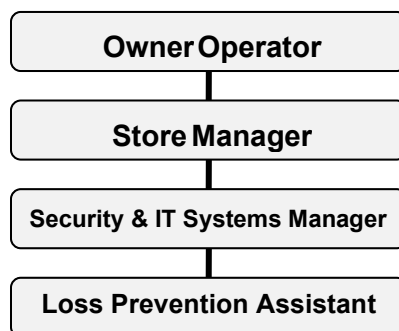


|                     |  |
|---------------------|--|
| POSITION TITLE      | Loss Prevention Assistant  |
| STORE               | Mill Street Pak n Save   |
| DATE                | March 2025   |
| REPORTS TO          | Security & IT Systems Manager  |
| PURPOSE OF POSITION | This role is responsible for helping to ensure the safety of staff and customers at all times. |
| STORE VISION        |  |
| STORE VALUES        |  |

## REPORTING STRUCTURE



## RELATIONSHIPS

### INTERNAL

- Department Manager
- Team members
- Other store staff

### EXTERNAL

- Police
- Customers

## ACCOUNTABILITIES

### OPERATIONAL

- Complete the tasks of a Loss Prevention Assistant, including (but not limited to):
- As part of our team, you will sometimes be asked reasonable requests by management to complete tasks which extend beyond the scope of your regular day to day tasks set out in this job description.
- Handle all steps in the process relating to the apprehension and processing of shop lifters / customer theft.
- Liaise regularly with other Store Security / Loss Prevention personnel.
- Regularly update the Security & IT Systems Manager re loss prevention incidents and issues.
- Liaise regularly with appropriate employees to identify steps and systems to reduce all loss (e.g. stock loss, loss through paperwork errors, customer theft, and staff theft.)
- Undertake door guard responsibilities – ensure all customers entering the store are acknowledged and greeted as appropriate to deter would-be shoplifters. Ensure all contractors etc on site follow appropriate policies.
- Ensure all appropriate paperwork is completed and maintained as required including, but not limited to, trespass notices, police reports and Auror reports.
- Undertake regular store walks (internal and external) to identify potential security issues and concerns.
- Regularly complete walks through high-risk areas (e.g. storeroom, bulk food, confectionery, health and beauty, inwards goods.)
- Actively promote loss prevention to all staff.
- Record appropriate customer complaints and follow up corrective actions if required.
- Maintain up to date knowledge of current applicable legislation and loss prevention initiatives and methods.
- Maintain a safe and secure environment for all staff and customers.
- Secure the building at night and report any security concerns to the Security & IT Systems Manager before leaving the store.
- Monitor and report any alarms that may occur.

### COMPLIANCE

- Follow Health and Safety compliance procedures in the store.

### CULTURAL

- Contribute effectively as a team member.
- Live the store values.

## 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 & 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 and Foodstuffs 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, drive to succeed and positive outlook
- Challenges appropriately while respecting the position of others

**QUALIFICATIONS AND EXPERIENCE**

**ESSENTIAL**

- School certificate or equivalent (NCEA 1)
- 2-3 years Security / Loss Prevention experience
- Proven ability to deal with people of all cultures and races
- Physically fit and able to fulfil the requirements of the role.

**DESIRED**

- Good command of written and spoken English
- Armed Hold-up Training
- Customer Service experience

**SIGNATURE**

I have read and understood this Job Description:

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date: