

JOB DESCRIPTION



JOB TITLE	Chilled, Fesh and Frozen Supervisor
STORE	GILMOURS TAURANGA
DATE	
REPORTS TO	Warehouse Floor Manager, Store Manager
PURPOSE OF POSITION	To plan, lead, communicate, organise and control the day-to-day running of the chilled, fresh and frozen food sections of the store to achieve the highest possible standards of service, product range and quality. This position will also ensure that a maximum range and sufficient quantity of products are available at all times during opening hours.
STORE VISION	To be Tauranga’s most trusted wholesale food & beverage partner. We work hard to earn the trust of our customers. Our customers know they can rely on us to do right by them. They prefer Gilmours for the certainty in what we do, and our integrity in how we do it. We make doing business with us easy for our customers because we understand that our business is only as strong as their business. Our customers’ success is how we define our success. It’s personal for us.
STORE VALUES	<p>Honesty - We will always communicate honestly and openly with our customers, suppliers, and each other. We will deliver on our promises with integrity.</p> <p>Respect - We will be professional in our conduct with everyone, every day.</p> <p>Customer Focused - Our customers are the centre of all our decisions. We will always work with them in ways that will encourage long-term relationships.</p> <p>Enthusiastic - Our goal is to be acknowledged as the best place to work, and to do business with. We will always be willing to go the extra mile.</p> <p>Health & Safety - Our people are healthy, live with balance and go home from work safely every day.</p>

ACCOUNTABILITIES	
OPERATIONAL	<ul style="list-style-type: none"> • Hold regular meetings with Department Buyers to ensure adequate stock supplies are maintained. • Undertake regular tours of all areas of the department to ensure stock rotation and presentation standards are always of the highest possible standards. • Ensure all areas clean and clear at end of day shift for clear as possible run for overnight pick teams • Ensure Gilmours promotional and pricing programmes are adopted so that the store presents a competitive and brand consistent offer to the market at all times. Shelf Ticket/pricing integrity always 100% • Enhance the reputation of the business by promoting and encouraging ‘best practice’ levels of customer service. • Effectively resolve all customer related enquiries and complaints. Minimise customer complaints received. • Ensure operational delivery standards are met or exceeded in the department. • Ensure the department is full and appealing throughout the hours of trade and for the picking team throughout the night, and that stock levels are controlled appropriately. Ensure all appropriate signage is displayed correctly and that advertised product is displayed meaningfully. • Ensure high levels of customer satisfaction through planning and organisation of resources to meet the companies service and presentation standards.

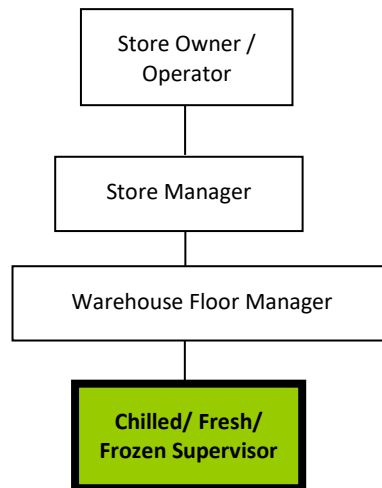
	<ul style="list-style-type: none"> • Ensure company policies and procedures are met by communicating requirements and monitoring adherence by staff. • Provide a safe environment for staff and customers through identification and minimisation of hazards and monitoring of safety standards. • Perform any ad-hoc task as directed.
<p>STAFF MANAGEMENT</p>	<ul style="list-style-type: none"> • Assist in recruitment of department team members as required. • Ensure team members receive an appropriate induction / orientation to the department and receive appropriate ongoing training support. Train as required. • Conduct performance management discussions as required. Carry out reviews, week 1 catch up and 30 / 60 / 90 with all department members. • In conjunction with Owner Operator, Department Managers and HR / Trainer ensure that a succession plan is in place for all key roles within the department and ensure all staff are aware of development opportunities available to them. • Monitor rostering in appropriate departments to ensure adequate staffing levels are maintained at all times and that the department keeps in line with wage percentage targets. • Support all employees in the department involved in specific programmes / courses. • Manage absence, leaves, holiday and lieu day levels to ensure liability is kept under control. • Conduct disciplinary meetings, AMP, and PIP as required
<p>COMPLIANCE</p>	<ul style="list-style-type: none"> • Ensure compliance with company policies, council, and government requirements. • Ensure adherence to Health regulations. • Provide a safe environment for staff and customers by identifying and minimizing hazards and monitoring safety standards. • Conduct regular safety inspections and report and investigate all accidents and incidents, making sure they are reported and investigated by a trained investigator. • Ensure the safety behaviour of all staff, especially new, inexperienced and temporary staff, as well as contractors are properly managed through effective supervision and training • Follow, implement, and maintain health and safety and food safety policies to agreed standards. • FCP M5 – 05o Cleaning Wholesale – 3 Weekly Roster – signed off daily • FCP M5 – 05e Cleaning Schedule – Chilled foods – Weekly Roster – signed off daily – Ensure schedule is passed on to Compliance Manager every Monday • Product Recalls when required for chilled and frozen • Food Safety Refresher training – FCP M1-06a – Ensure all refreshers are completed as Compliance Manager requests. • Monthly Internal audit – FCP M6-06b – Ensure all audit paperwork is complete as per Compliance Manager requests. Staff review on basic knowledge • Product labelling checks – FCP M6 -06 – Ensure all labels met legal requirements • Authority to operate a forklift – new staff and Forklift safety in customer chiller • Team meeting form complete a form on health and safety – food safety fortnightly • Ensure all meats are frozen down 2 days before best before date and labelled with Frozen on and best before dates sticker • Regular Date Check • Temperature management – FCP M4-06d Check being completed, and correct readings sign off – any corrective action sort out – Put on Alana’s desk every Monday • Ensure products at inwards goods do not sit outside for more than 10 minutes – get stock into chiller/freezer ASAP • Racking and stacking in high racks – 3.8 form maintain safety in the high racks • Accident/Incident forms are filled out when required – Will train on the use of The

	Shed
FINANCIAL	<ul style="list-style-type: none"> • 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. • Optimise profit by controlling expenditure on wages, consumables and maintenance and minimising losses through shrinkage or security breaches.
CULTURAL	<ul style="list-style-type: none"> • Effectively act to resolve issues to satisfaction of customers and business through agreed company values. • 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. • Contribute to the overall effectiveness and efficiency of the store through input to the senior team and active participation and support of department and store wide initiatives • Maintain a standard of discipline which reflects in high standards of behaviour and dress as required by the Gilmours Tauranga format and Owner.

ATTRIBUTES	
PEOPLE FOCUS	<p>LEADING AND SUPERVISING</p> <ul style="list-style-type: none"> • Provides clear & consistent direction • Recruits and motivates the right people • Invests in their people through training and development • Sets and upholds standards (of product, service and behaviour) • Role models the desired (positive) culture and behaviour ('fair yet firm') • Acts with confidence, authority, integrity and empathy <p>WORKING WITH PEOPLE</p> <ul style="list-style-type: none"> • 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 rewarding the contribution of others • Actively builds a team spirit of openness and inclusiveness where staff feel able to offer ideas • Listens, consults and communicates openly and proactively • Adapts style to build and maintain relationships with multiple stakeholders (staff, suppliers, peers etc) <p>PERSUADING AND INFLUENCING</p> <ul style="list-style-type: none"> • Makes a strong, positive personal impression on others • Gains clear agreement and commitment from others by persuading or negotiating • Inspires and convinces others, giving them the confidence to do their jobs effectively • Facilitates discussions to ensure all ideas are heard and to influence outcomes and actions • Manages conflict openly, fairly and quickly • Uses questioning and listening skills to understand issues and create solutions with others • Is resilient; persuading others to keep trying new things even in the face of setbacks • Accepts new ideas and initiatives, able to adapt to changing circumstances • Shares knowledge and expertise
RESULTS FOCUS	<p>PLANNING AND ORGANISING (TO DELIVER RESULTS THROUGH OTHERS)</p> <ul style="list-style-type: none"> • Clearly communicates the goals and objectives of the business • Plans activities and projects well in advance, and takes into account possible

	<p>changing circumstances</p> <ul style="list-style-type: none"> • Works in a systematic way; putting systems and processes in place to ensure compliance and consistent levels of service despite changes in staff or suppliers • Delegates effectively; empowering people yet holding them accountable • Coach employees, providing clear, honest feedback on their performance • Has effective time management; working on the business more than they work in the business
CUSTOMER FOCUS	<p>MEETING CUSTOMER EXPECTATIONS</p> <ul style="list-style-type: none"> • 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 where customers want to shop • Looks at, and responds 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 store
CO-OPERATIVE CULTURE	<p>ADHERING TO PRINCIPLES AND VALUES</p> <ul style="list-style-type: none"> • Personally, upholds ethics, Gilmours Tauranga values and accepts nothing less from their team • Consistently demonstrates honesty and integrity (in words, decisions and actions) in all of their dealings with customers, staff, suppliers and colleagues) • Consistently, openly, and fairly addresses difficult issues (e.g. poor performance, conflict, theft) • Follows due process on all issues of compliance • Demonstrates a strong work ethic through their commitment to the organisation’s success, ownership of problems and self-discipline • Leads by example in terms of Gilmours Tauranga values, drive to succeed and positive outlook • Challenges appropriately while respecting the position of others <p>CO-OPERATIVE’ SPIRIT</p> <ul style="list-style-type: none"> • Competitive externally rather than internally (and at the expense of the Co-operative) • Uses the strength of the Co-operative; following co-operative guidelines and challenging themselves, their colleagues, and the organisation to do the right thing even if it does cost money • Encourages individual and business contribution to the community • Builds a wide and effective network of contacts that they use for support and sharing great ideas
SAP / FIORI / WMS	<ul style="list-style-type: none"> • Comfortable with computers and methodical in following processes. • Demonstrates the ability to navigate the WMS accurately and efficiently. • Ensures compliance with key procedures such as proper barcode scanning and maintaining stock location accuracy. • Ensures processes and tasks completed to satisfactory level to maintain system hygiene.

REPORTING STRUCTURE



RELATIONSHIPS

INTERNAL

- Owner Operator
- Other Dept and Duty Managers/Supervisors/2IC
- CFF/Grocery/Service Team Members
- HR/Training/Compliance Manager
- Other store staff

EXTERNAL

- Suppliers / Reps
- Merchandisers / Demonstrators
- Foodstuffs Specialists
- Other Foodstuffs Employees
- Customers

COMMITTEES

- H&S Committee
- Fire Warden
- First Aid

QUALIFICATIONS AND EXPERIENCE

ESSENTIAL

- Management Development or equivalent qualification
- Computer literate
- At least 2 years Department Supervisor experience in a supermarket environment
- Physically fit and able to fulfil the requirements of the role.
- Forklift experience

DESIRED

- Good command of written / spoken English
- Good basic maths skills
- General Manager's Certificate
- Unit standards 167, 168 and 497

SIGNATURE

I have read and understood this Job Description:

Signature

Date