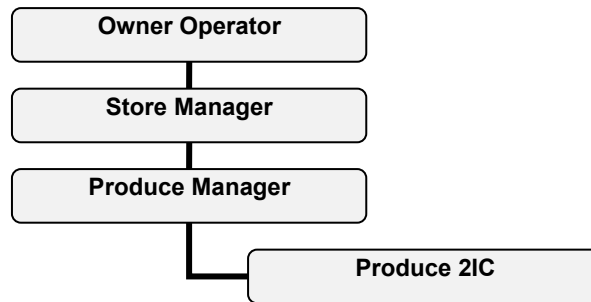


<b>POSITION TITLE</b>	2IC – Produce
<b>STORE</b>	Te Awamutu
<b>DATE</b>	1 May 2026
<b>REPORTS TO</b>	Produce Manager
<b>PURPOSE OF POSITION</b>	To assist the Department Manager in maximising sales and achieving specified profit margins and managing expenses, stock levels. Leading the department team and productivity so our customers receive an outstanding shopping experience.
<b>STORE VISION</b>	Feeding the Waipa for less
<b>STORE VALUES</b>	Pride • Respect • Integrity • Co-operation • Enthusiasm

**REPORTING STRUCTURE**



**RELATIONSHIPS**

**INTERNAL**

- Owner Operator
- Store Manager
- Department Manager
- Team members
- Other store staff

**EXTERNAL**

- Suppliers/Reps
- Foodstuffs' employees
- Delivery drivers
- Customers

**ACCOUNTABILITIES**

**OPERATIONAL**

- Working with the Department Manager to ensure department targets and standards are met or exceeded through effective leadership.
- Assist with ordering to ensure we have the freshest and best seasonal produce available.
- Unload deliveries and put stock away as directed, ensure all product is checked on arrival for quality.
- Follow 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.
- 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 Foodstuffs PAK 'n SAVE promotional and pricing programmes are adopted so that the store presents a competitive and brand consistent offer to the market at all times.
- Ensure all appropriate signage is displayed correctly and that advertised product is displayed meaningfully.
- Merchandise the department appropriately, as per our store standards and under the direction of the department manager.
- Handle customer enquiries and complaints appropriately and always ensure effective interactions with customers.
- Liaise with the Duty Managers and other department managers to best utilize staffing and resources across the store – one team
- Act for the Department Manager as required in their absence.

- 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.
  - 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.
    - 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 On Task is completed appropriately.
  - Lead department staff effectively by adherence to appropriate in-store policies and procedures and by setting a personal example of expected store behaviours.
  
- COMPLIANCE**
  - Maintain health and safety and food safety compliance in the department.
  - Complete Safe Food Pro records correctly and ensure team members are carrying out the tasks and recording them
  - Maintain 100% price integrity in the department.
  - Ensure appropriate safety equipment is available to all team members.
  
- CULTURAL**
  - Effectively act to resolve issues to satisfaction of clients and business through agreed company values.
  - Contribute effectively as a team member.
  - Live the store values.

## PERSON SPECIFICATION

- |                             |   |
|-----------------------------|---|
| <b>PEOPLE FOCUS</b>         | <p><b>WORKING WITH PEOPLE</b></p> <ul style="list-style-type: none"> <li>• Is self-aware, approachable and mindful of their impact on others</li> <li>• Demonstrates an interest in, and understanding of people, behaving in a culturally sensitive manner</li> <li>• Is outgoing and supportive; recognising and acknowledging the contribution of others</li> <li>• Actively contributes to a team spirit of openness and inclusiveness where colleagues feel able to offer ideas</li> <li>• Listens and communicates openly and proactively</li> <li>• Adapts their style to build and maintain relationships with multiple stakeholders (staff, suppliers, peers etc)</li> </ul>   |
| <b>CUSTOMER FOCUS</b>       | <p><b>MEETING CUSTOMER EXPECTATIONS</b></p> <ul style="list-style-type: none"> <li>• Brings everything back to the customer; identifying and focusing upon their needs &amp; expectations</li> <li>• Actively sets, monitors and maintains consistently high standards of customer service</li> <li>• Creates an environment that customers want to shop</li> <li>• Is responsive to feedback from all sources</li> <li>• 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</li> </ul> <p><b>ADAPTING AND RESPONDING TO CHANGE</b></p> <ul style="list-style-type: none"> <li>• Adapts to changing circumstances and accepts new ideas and initiatives</li> <li>• Tolerates ambiguity</li> <li>• Adapts personal style to suit different people and situations</li> <li>• Shows an interest in new experiences</li> </ul> |
| <b>CO-OPERATIVE CULTURE</b> | <p><b>ADHERING TO PRINCIPLES AND VALUES</b></p> <ul style="list-style-type: none"> <li>• Personally upholds ethics and Foodstuffs Values and accepting nothing less from their team</li> <li>• Consistently demonstrates honesty and integrity (in words, decisions and actions) in all of their dealings with customers, staff, suppliers, colleagues)</li> <li>• Follows due process on all issues of compliance</li> <li>• Demonstrates a strong work ethic through their commitment to the store’s success, ownership of problems and self-discipline</li> <li>• Leads by example in terms of Foodstuffs values, drive to succeed and positive outlook</li> <li>• Challenges appropriately while respecting the position of others</li> </ul>   |

## QUALIFICATIONS AND EXPERIENCE

### ESSENTIAL

- 2 years' retail experience.
- Physically fit and able to fulfil the requirements of the role.
- Good command of written and spoken English
- Good basic maths skills

### DESIRED

- Unit standards 497 and 167
- FMCG experience
- Fresh food or food retail experience

## SIGNATURE

I have read and understood this Job Description:

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

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