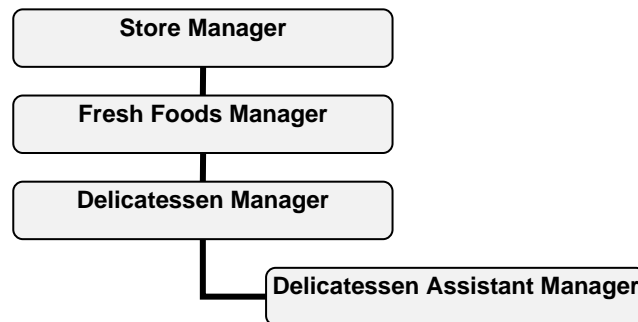


POSITION TITLE	Delicatessen Assistant Manager (2IC)
STORE	Pak nSave Mill St
DATE	
REPORTS TO	Delicatessen Manager
PURPOSE OF POSITION	To assist the Department Manager in maximising sales and achieving specified profit margins whilst managing expenses, stock levels and the Department Team so that our customers receive an outstanding shopping experience.
STORE VISION	
STORE VALUES	

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

- 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 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.
- 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.
- 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.
- Ensure all appropriate signage is displayed correctly and that advertised product is displayed meaningfully.
- Merchandise the department appropriately, as per the best practice manual. Build eye catching displays and ensure the department merchandising standards invite purchases through attention to detail.
- Handle Customer enquiries and complaints appropriately and ensure effective interactions with customers at all times.
- Ensure customer orders are completed to agreed standards and timeframes.
- Deputise for the Department Manager as required.
- Undertake appropriate delicatessen specific tasks (e.g. cooking chickens, making and preparing cheeses for cheese bar, setting up cabinet after weekly deep clean etc.).

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:
- Assisting in recruitment of all team members into the department.
- 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 time sheets etc are completed appropriately.
- Supporting the employees in the department involved in specific programmes / courses e.g. Management Development.
- 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.

COMPLIANCE

- Maintain Health and Safety and Food Safety Compliance in the Department.
- Ensure traceability sheets are completed as required.
- Maintain 100% price integrity in the department.
- Ensure appropriate safety equipment 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

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

- FMCG, fresh food or food retail experience.
- Physically fit and able to fulfil the requirements of the role.

DESIRED

- Good command of written and spoken English
- Good basic maths skills
- Unit standards 497, 167 & 168
- Delicatessen experience
- Supervisory experience

SIGNATURE

I have read and understood this Job Description:

Employee Signature

Date: