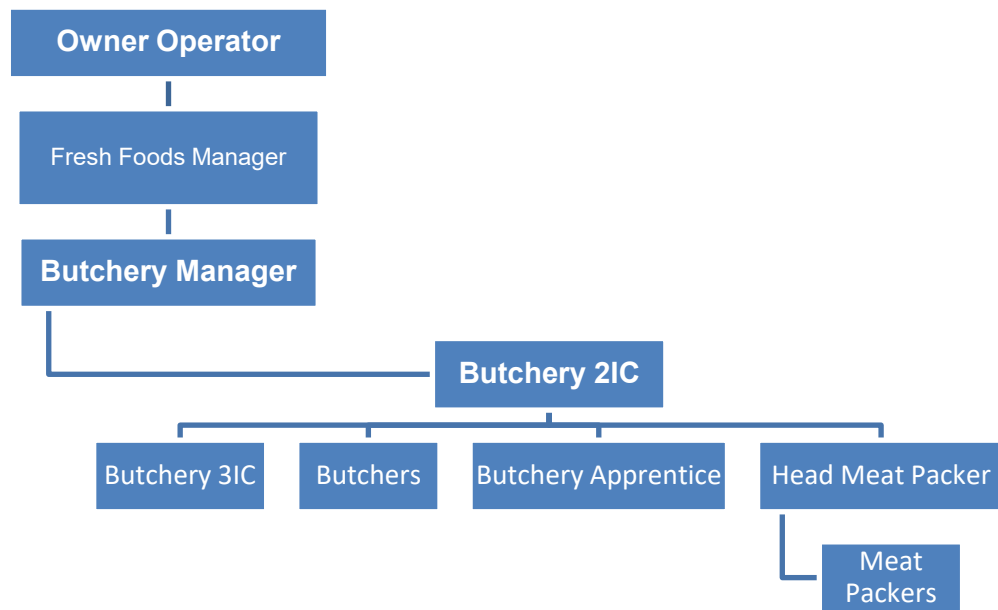


POSITION TITLE	Butchery Assistant Manager (2IC)
STORE	Porirua
DATE	January 2025
REPORTS TO	Butchery Manager
PURPOSE OF POSITION	To assist the Department Manager in maximising sales and achieving specified profit margins whilst managing expenses, stock levels and the Department Team so that our customers receive an outstanding shopping experience.
STORE VISION	To maximise sales and achieve specified profit margins whilst managing expenses and the department team.
STORE VALUES	I ACT: In It Together, Above the Line, Courageous, Think Customer

REPORTING STRUCTURE



RELATIONSHIPS

INTERNAL

- Owner Operator
- Fresh Foods Manager
- Department Manager
- Team members
- Compliance, Health & Safety Manager
- Other store staff

EXTERNAL

- Suppliers/Reps
- FSNI Butchery Apprenticeship Co-Ordinator
- Other Foodstuffs' employees
- Delivery drivers
- Customers

ACCOUNTABILITIES

CULTURAL

- 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 Foodstuffs format and Owner.
- Live the store values.

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 of 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.
- 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 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.
- Deputise for the Department Manager as required.
- Undertake the assigned tasks of a Butcher.
- Undertake the assigned tasks of a Meat Packer as required.

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.

PEOPLE LEADERSHIP

- 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.
- Coaching and mentoring of all team members reporting to you.
- 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.
- Assisting with people related matters, such as monitoring absenteeism.

COMPLIANCE

- Support the PAK'nSAVE Porirua PCBU Officer with their obligations under the Health & Safety at Work Act 2015, and translation into practical activities.
- Support the Compliance Health and Safety Manager in ensuring all Health & Safety (H&S) and Food Safety procedures and systems within the store are appropriately maintained at a level which ensures compliance in all audits.
- Follow all Health & Safety Policy, Food Safety Policy and compliance procedures.
- Actively promote Health & Safety and Food Safety to all employees.
- Support the Compliance Health and Safety Manager in ensuring appropriate safety equipment is available to all team members.
- Ensure the appropriate forms are completed within the required timeframes and as per our policies.
- Support the Compliance Health and Safety Manager with investigating serious accidents and report the findings to the Store Owner.
- Injured employees are 'managed' in accordance with agreed rehabilitation /Return To Work processes.
- Support the Compliance Health and Safety Manager in ensuring all events /incidents involving Near Miss, Injury, Environmental and Property Damage are reported in SHED and fully investigated in a timely manner.
- Ensure merchandising and sales practices comply with the Fair Trading Act.
- Maintain food safety compliance in the department. Complete the Traceability forms as required.
- Have an understanding of health and safety management responsibilities relative to the position, including:
 - Ensuring all methods to identify and manage safety hazards are fully adhered to.
 - Ensuring regular safety inspections are carried out and that all accidents and incidents are reported and investigated by a trained investigator.
 - Ensuring the safety behaviour of all staff, especially new, inexperienced and temporary staff, as well as contractors are properly managed through effective supervision and training
 - Implementing and maintaining health and safety and food safety policies to agreed standards.
- 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.
- Ensure you and the team are adhering to all Health and Safety policies, procedures, guidelines and legislation. Including completing all relevant paperwork as required.

OTHER

- The above accountabilities and duties is comprehensive, however not exhaustive. When necessary, you may be asked to perform other duties that are deemed to be fair and reasonable for this position.
- Occasional support to other departments when required.

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

SAP

- Is comfortable with computers
- Is methodical and able to follow logically through a process
- Has an ability to analyse and problem solve
- Is able to persevere with a task
- Has a high attention to detail
- Has an ability to balance time in front of the computer with day to day operations
- Understands which scenario to set up in the system when a deal has been completed (price change vs promotions) and what article that applies to
- Understands what the system offers and how it can benefit daily operations
- Understands the end to end flow and takes ownership of an order through to payment.

QUALIFICATIONS AND EXPERIENCE

ESSENTIAL

- Qualified New Zealand Butcher (trade certificate)
- Unit standards 167 and 168
- FMCG or butchery retail experience
- Supervisory experience
- Mathematic skills, for budgeting and forecasting
- Physically fit and able to fulfil the requirements of the role
- Computer literate, including stock ordering /accounting systems
- Can communicate well with people from all walks of life, cultures and age groups
- Self-motivated and able to work calmly under pressure
- Takes pride in their work
- Enjoys working with people and as part of a large team – also operating in isolation
- Observant and very good attention to detail
- Full, clean drivers licence (as there may not be public transport to ensure you are at work by 5.30am)

DESIRED

- FSNI Butchery Apprenticeship graduate
- Unit standard 497
- Experience using SAP
- Foodstuffs trained
- Mentored Apprentices

SIGNATURE

I have read and understood this Job Description and had an opportunity to ask questions if I am unsure of anything:

Employee Name

Employee Signature

Date