



POSITION TITLE	Head Storeman
STORE	New World Milford
DATE	09 July 2026
REPORTS TO	Store Manager
PURPOSE OF POSITION	To ensure that all goods coming into the store are accounted for accurately, stored appropriately and that the storeroom operates effectively and waste is controlled effectively.
STORE VISION	To be the ultimate foodies destination
STORE VALUES	Customer care, Honesty, Respect, Teamwork

REPORTING STRUCTURE



RELATIONSHIPS

INTERNAL

- Owner Operator
- Other Dept and Duty Managers
- Department Team Members
- HR/Training/Compliance Manager
- Other store staff

EXTERNAL

- Suppliers / Reps
- Foodstuffs Specialists
- Other Foodstuffs Employees

COMMITTEES

- Store Management Team
- Health and Safety Committee

ACCOUNTABILITIES

OPERATIONAL

- Coordinate and oversee the receiving of stock deliveries, ensuring goods arrive on site safely, on time, and in good condition, and are checked, recorded, and handled in accordance with store procedures.
- Ensure the secure receipt, unloading, and handling of stock while maintaining health and safety standards at all times.
- Break down deliveries, accurately check and receipting stock, and allocate products to the correct departments.
- Prioritise the processing of promotional, chilled, frozen, perishable, and seasonal stock to ensure timely availability for sale.
- Support seasonal changeovers by coordinating the movement, storage, and placement of seasonal stock and ensuring efficient transitions between seasonal ranges.
- Ensure stock is stored in the correct locations and rotated appropriately where required to maintain stock integrity and minimise waste.
- Maintain clear communication with departments regarding delivery arrivals, stock discrepancies, shortages, or other receiving-related issues.
- Assist departments and the Buyer with stock investigations, count variances, stock adjustments, and other inventory-related matters.
- Control stockroom-related costs by managing stock, waste, damages, and supplier credits in a timely and organised manner. Process supplier claims and credits promptly and accurately.
- Ensure the rear door, receiving area, and all stock held on site are secured in accordance with company policies and procedures.
- Ensure the storeroom and receiving area are kept clean, organised, and free from hazards at all times.
- Complete required daily operational documentation, including:
 - Temperature checks where applicable
 - Daily cleaning and hygiene checklists
- Conduct and record pre-operational safety checks of forklifts and pallet jacks, and promptly report any faults, damage, or servicing requirements.
- Operate forklifts and pallet jacks in accordance with training, certification, and safety requirements.
- Carry out regular racking inspections, ensuring racking remains safe, secure, and compliant with store health and safety standards, and report any damage or concerns immediately.
- Ensure operational delivery standards are consistently met or exceeded, supporting the efficient flow of goods from receipt through to department replenishment.

FINANCIAL

- Support the store's financial performance by ensuring stock is received, handled, stored, and rotated correctly to minimise damage, loss, shrinkage, and wastage.
- Monitor stock handling and storeroom processes to identify opportunities to improve efficiency and reduce unnecessary costs.
- Identify, investigate, and report stock handling issues that may contribute to wastage, shrinkage, or stock loss (e.g. damaged deliveries, incorrect storage, poor stock rotation), and take corrective action where within role authority.
- Ensure stock-related procedures are followed consistently to support the store's wastage, stock control, and cost management objectives.
- Process supplier claims, credits, and damaged stock documentation accurately and in a timely manner to minimise financial loss to the business.
- Maintain accurate records and provide timely information to the Buyer and Store Management regarding stock losses, supplier issues, inventory discrepancies, and wastage trends.
- Monitor storeroom performance against agreed operational standards and proactively raise any concerns or adverse trends with Store Management.
- Contribute to the achievement of store cost control and wastage targets by maintaining effective stock management practices and promoting accountability within the storeroom team.
- Maintain accurate records and provide timely information to the Buyer and Store Management regarding stock losses, wastage trends, supplier issues, credits, and inventory discrepancies.
- Manage supplier claims and credits promptly and accurately to maximise recovery and minimise financial loss to the business.
- Contribute to achieving department and store cost targets by proactively monitoring operational performance, identifying adverse trends, and implementing corrective actions in consultation with Store Management.
- Support the Owner Operator's financial objectives by ensuring storeroom operations are conducted efficiently and within agreed cost and performance parameters.

Health, Safety & Operational Control

- Maintain safe working conditions within the storeroom and receiving areas at all times.
- Ensure access to the storeroom and receiving areas is restricted to authorised personnel only, particularly during forklift operations and stock movement activities.
- Prevent unauthorised access to operational areas while forklifts, pallet jacks, or other equipment are in use.
- Ensure delivery drivers, contractors, and visitors comply with designated safe zones, exclusion areas, and site-specific safety requirements, including remaining behind marked safety barriers where applicable.
- Monitor operational activities and address unsafe behaviours promptly through coaching, intervention, or escalation as appropriate.
- Stop work and immediately escalate any unsafe conditions, equipment failures, or behaviours that present a risk to health and safety.
- Ensure safe operating procedures for forklifts, pallet jacks, manual handling, and stock movement activities are followed at all times.
- Ensure emergency exits, fire equipment, pedestrian walkways, and designated safety zones remain clear and accessible at all times.
- Report hazards, incidents, near misses, injuries, equipment faults, and unsafe conditions promptly in accordance with store procedures.

COMPLIANCE

- Follow and apply all store Health & Safety and Food Safety policies, procedures, and standards within the storeroom and receiving areas.
- Conduct and record routine compliance and safety checks, including equipment inspections, racking inspections, housekeeping standards, and hazard identification activities.
- Ensure all daily, weekly, and monthly operational documentation is completed accurately and on time, including temperature records, cleaning schedules, equipment checks, and inspection records.
- Identify, report, and assist with the investigation of hazards, incidents, injuries, and near misses in accordance with store procedures.
- Ensure appropriate safety equipment is available, maintained, and used correctly during storeroom operations.
- Apply food safety requirements when receiving, handling, storing, rotating, and transporting stock, particularly chilled, frozen, and other perishable products.
- Provide guidance and supervision to team members, contractors, and delivery drivers to support compliance with Health & Safety and Food Safety requirements.
- Support the induction and ongoing training of team members in safe working practices, food safety requirements, and storeroom operating procedures.
- Promote a positive safety culture by leading safe work practices and encouraging proactive hazard identification, reporting, and risk management.
- ☑ Maintain compliance with all relevant legislative, company, Foodstuffs, and store requirements relating to Health & Safety, Food Safety, and operational standards.

CULTURAL

- Act in a professional and respectful manner at all times, reflecting the store's values when interacting with team members, delivery drivers, and other stakeholders.
- Support a positive and safe working environment within the storeroom by modelling appropriate behaviour and following agreed store standards.
- Contribute to the smooth operation of the store by cooperating with departments and supporting store-wide initiatives as required.
- Take responsibility for maintaining **high personal standards of behaviour, presentation, and conduct** in line with the Foodstuffs format and store expectations.
- Demonstrate reliability, accountability, and a team-focused approach in day-to-day storeroom operations.
- Raise operational or cultural concerns observed within the storeroom to store management as appropriate.

PERSON SPECIFICATION

PEOPLE FOCUS

LEADING AND SUPERVISING

- 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

WORKING WITH PEOPLE

- 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)

PERSUADING AND INFLUENCING

- 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 PLANNING AND ORGANISING (TO DELIVER RESULTS THROUGH OTHERS)**
- Clearly communicates the goals and objectives of the business
 - Plans activities and projects well in advance, and takes into account possible changing circumstances
 - 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
 - Coaches 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 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 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 ADHERING TO PRINCIPLES AND VALUES**
- Personally, upholds ethics, Foodstuffs and store 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 Foodstuffs and store values, drive to succeed and positive outlook
 - Challenges appropriately while respecting the position of others
- ‘CO-OPERATIVE’ SPIRIT**
- 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**
- 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

QUALIFICATIONS AND EXPERIENCE

- ESSENTIAL**
- Current Fork Hoist Licence
 - Computer literate
 - Retail experience to supervisory level
 - Physically fit and able to fulfil the requirements of the role.
- DESIRED**
- Unit standard 497
 - Good command of written / spoken English
 - Good basic maths skills
 - FMCG experience
 - Food retail experience
 - Storeroom experience
 - Clean driver’s licence

SIGNATURE

I have read and understood this Job Description:

Employee Signature

Date: