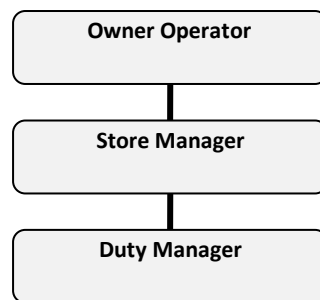


|                     |                                                                                                                                                                                                                                                                                              |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| POSITION TITLE      | Duty Manager                                                                                                                                                                                                                                                                                 |
| STORE               |                                                                                                                                                                                                                                                                                              |
| DATE                |                                                                                                                                                                                                                                                                                              |
| REPORTS TO          | Store Manager                                                                                                                                                                                                                                                                                |
| PURPOSE OF POSITION | In the absence of Department Managers and other members of the management team ensure a consistently fresh and appealing shopping experience for all customers and the smooth running of the store. Ensure at all times store appearance, security, service and productivity are maintained. |
| STORE VISION        |                                                                                                                                                                                                                                                                                              |
| STORE VALUES        |                                                                                                                                                                                                                                                                                              |

## REPORTING STRUCTURE



## RELATIONSHIPS

### INTERNAL

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

### EXTERNAL

- Customers
- Foodstuffs' Employees

## AUTHORITIES (refer Delegated Authorities matrix)

Staff

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Finance

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Operations

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## ACCOUNTABILITIES

### OPERATIONAL

- Build effective working relationships with the Department Managers and Individual Employees.
- Ensure product merchandising standards in the departments consistently provide an attractive shopping experience for the customers, meet the established criteria and contribute to the overall impact and consistency of the store increasing the basket purchase size and share per customer.
- Actively promote high quality customers service ensuring that staff present themselves professionally to store guidelines, and meet the agreed service standard at all times.
- Ensure regulatory compliance across the departments in all areas relating to regulatory impact, including but not limited to compliance with store policies, the HACCP programme and Health and Safety program.
- Ensure Foodstuffs' New World promotional and pricing programmes are adopted and complemented with in-store department specific activity so that the store presents a competitive and brand consistent offer to the market at all times
- Contribute to Foodstuffs initiatives and development across the brand by actively participating in cross store sharing of ideas and workshops to grow the format in the total market
- Undertake specific tasks of a Duty Manager including:
  - Circulating around the shop floor on a regular basis to ensure the maintenance of the store's overall appearance.
  - Monitoring department staff to ensure service and productivity levels are maintained.
  - Controlling store security (e.g. ensure the rear store door is locked and secured.)
  - Monitor checkout service and customer flow.
  - Taking direction from Department Managers re workflow.
  - Communicating back to Department Managers and Senior Managers with any issues.
  - Ensuring end of day procedures are completed as per individual department requirements
  - Ensuring the store is closed securely at the end of the day.
  - Maintaining a safe work place.
  - Dealing with customer and staff complaints, issues and enquiries as required.

### COMPLIANCE

- 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.

### 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.
- Maintain a standard of discipline which reflects in high standards of behaviour and dress as required by the Foodstuffs format and Owner.

## 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
- Has a high attention to detail
- Has an ability to manipulate data (sorting, filtering etc) to find the appropriate information from the system
- Understands what the system offers and how it can be used to benefit daily operations
- Is able to set the system up to do what it does well
- Understands the end to end flow and takes ownership of the order through to payment

**QUALIFICATIONS AND EXPERIENCE****ESSENTIAL**

- Computer literate
- Physically fit and able to fulfil the requirements of the role.

**DESIRED**

- General Managers' Certificate
- Management Development Graduate
- Unit standards 497 & 167
- Forklift licence (F endorsement)
- Current First Aid Certificate
- Good command of written / spoken English
- 2 years' supermarket experience
- Supervisory experience
- Clean driver's licence

**SIGNATURE**

I have read and understood this Job Description:

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

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