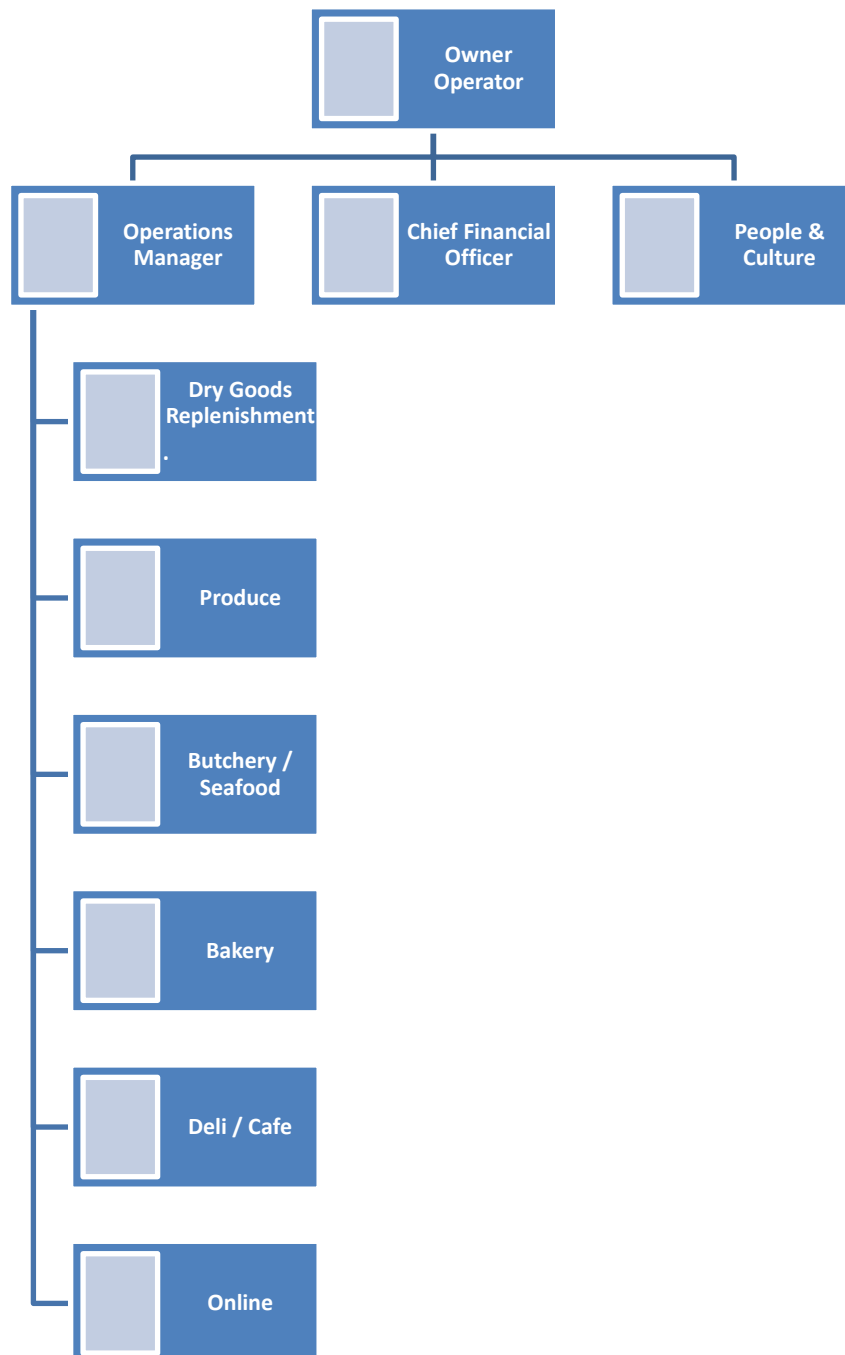


POSITION TITLE	Operations Manager
STORE	
DATE	
REPORTS TO	Store Owner
PURPOSE OF POSITION	To execute the stores strategic plan and annual budget, while leading and controlling the day-to-day running of the dry and fresh goods sections of the store to achieve the highest possible standards of service, product range and quality. This role is also responsible for for E Commerce growth strategy.

REPORTING STRUCTURE



AUTHORITIES (refer Delegated Authorities matrix)

Staff	<u>Does not have the authority to terminate an employee.</u>
Finance	<u></u>
Operations	<u></u>

ACCOUNTABILITIES

OPERATIONAL

- Organise and supervise Department Managers to ensure the maintenance of sales and cost targets, including staff wages, are in line with in-store targets.
- Undertake regular tours of all areas of the store to ensure presentation standards are always of the highest possible standards.
- Ensure in all Dry Goods Departments that all stock is sourced through approved suppliers, all orders are placed on time, and all products are checked on arrival for quality. Verify that appropriate stock control / stock taking processes and procedures are in place. Liaise with Dry Inventory Ordering in conjunction with fresh Department Managers weekly to update supply and price issues. Maintain stock levels at an optimum level whilst avoiding over stock situations to maximize sales.
- Verify that all goods are purchased at the best possible prices to ensure the store's achievement of gross profit margins as determined by the PAK Banner targets in conjunction with advice given by the CFO.
- Ensure Foodstuffs PAK 'n SAVE promotional and pricing programmes are adopted so that the store always presents a competitive and brand consistent offer to the market.
- Verify ordering for dry goods departments are controlled effectively through appropriate use of SAP. Ensure range matches the format and customer service requirements whilst optimising stock holding levels and stock turn while maximising GP opportunities.
- Verify via monthly reviews, sales and GP targets for the departments are met or exceeded and that wage costs are controlled appropriately through effective management of the Department Managers. Monitor sales and create opportunities to increase on last year.
- Verify 100% price integrity is maintained in the department.
- Put in place processes and procedures to ensure all department costs are controlled appropriately.
- Enhance the reputation of the business by promoting and encouraging 'best practice' levels of customer service.
- Ensure operational delivery standards are met or exceeded in the dry, fresh goods and online departments.

FINANCIAL

- Ensure costs are kept within the parameters set out by CFO. Achieve cost goals through monitoring department systems in an effective and timely manner.
- Meet annual, monthly and weekly targets and review with the CFO the sales, gross profit, contribution to profit and cost targets in line with the store targets, proactively taking action to remedy adverse trends.

PEOPLE & CULTURE

- Assist in recruitment of senior department team members if required. Involved in the recruitment of assigned Department Managers.
- Ensure through effective management of assigned Department Managers all team members receive an appropriate induction / orientation to the department and receive appropriate ongoing training support. Train the Department Managers as required.
- Complete performance management discussions with all Fresh Department Managers.
- In conjunction with Owner Operator, Department Managers and HR / Trainer ensure that a succession plan is in place for all key roles within the Fresh departments and ensure all staff are aware of development opportunities available to them.
- Monitor rostering in appropriate departments to ensure adequate staffing levels are always maintained and that the department keeps in line with wage percentage targets.
- Support all employees in the department involved in specific programmes / courses e.g. Management Development.
- Manage holiday and lieu day levels to ensure liability is kept under control.

COMPLIANCE

- Understand health and safety, Food Safety and Commerce Commission management responsibilities relative to the position, including:
 - Compliance and understanding of the store Health & Safety Policies
 - Compliance with Food safety policy and understanding of the Safe Food Pro system.
 - In-depth Understanding of Commerce Commission requirements for Supermarkets.

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.

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 considers 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
- Always adopts a "service" mentality 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**

- Management Development or equivalent qualification
- Computer literate
- At least 2 years Department Management experience in a supermarket environment
- Physically fit and able to fulfil the requirements of the role.

DESIRED

- Good command of written / spoken English
- Good basic maths skills
- General Manager's Certificate
- Unit standard 497
- Clean driver's licence

SIGNATURE

I have read and understood this Job Description:

Employee Signature

Date: