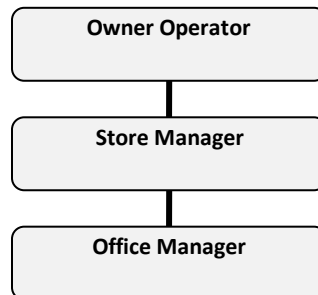


POSITION TITLE	Office Manager
STORE	
DATE	
REPORTS TO	Store Manager
PURPOSE OF POSITION	The primary role of the Office Manager is to plan, organise and control the day-to-day running of the store office, ensuring that all tasks are accurately completed in a timely and professional manner as well as achieving and maintaining wage targets.
STORE VISION	
STORE VALUES	

REPORTING STRUCTURE



RELATIONSHIPS

INTERNAL

- Owner Operator
- Store Manager
- Department Managers
- Store staff
- HR/Training/Compliance Manager

EXTERNAL

- Banks
- Suppliers
- Service providers
- FSNI Retail Business Team
- Other FSNI employees
- Other store Office Managers

COMMITTEES

- Store Management Team
- Health and Safety Committee

AUTHORITIES (refer Delegated Authorities matrix)

Staff

Finance

Operations

ACCOUNTABILITIES

STRATEGIC	• Assist in establishing and driving the store direction and performance within the overall format and store specific guidelines to achieve defined business and specific department targets. • Embrace, drive and continuously improve best practice operational standards of the New World format, supporting new initiatives from the FSNI Retail Support Team and constantly seeking to meet or exceed operational delivery standards.
OPERATIONAL	• Responsible for ensuring the effective management of staff records including personal details, pay rates, rosters, etc. as well as time & attendance review and editing and leave accruals and entitlements. • Responsible for payroll processing and authorisation as per store policy and PAYE reconciliation and payment. • Responsible for determination of store liability and timely payment as required. • Manage online banking process including direct credit payments, payroll, inter account transfers and deposit verification. • Responsible for ensuring the receipt and control of inwards goods documentation, packing slips, invoice - packing slip verification, management of proof of delivery requests, price verification, management of credit requests, statement reconciliation, account payments and statement analysis. • Responsible for receipt and processing of purchases (packing slips), extension of stock sheets, and production and verification of GP reports. • Responsible for management of daily processing of sales banking including control of non-cash items such as vouchers, Xmas club stamps, coupons, income support, charge sales, end of week reconciliation of sales banking, change float management, and end of week review of checkout operator results including auditing of "sensitive" transactions. • Assist as required in "Trax" processing, management of non-sales banking, reconciliation of non-standard products and processes (e.g. gift cards, photo processing, café, Rug Doctor and vending machines). • Management of daily Lotto balance, float creation, and banking. End of week reconciliation to the Lotto settlement report. Completion of Lotto cash book and reconciliation to the bank statement. Reconciliation to monthly Lotto invoice. • Reconciliation of stock balancing for gift vouchers & Xmas Club stamps. Management of liability reporting for vouchers & Xmas Club. Verification of "other store" redemptions ensuring reimbursements are received. • Manage filing of daily POS and Buyer generated invoices, weekly/monthly statement production and control of delinquent accounts. • Enter data from source documents including G/L code verification, reconciliation with bank statement and GST reconciliation and payment. • Assist with stock administration as required, undertakes stock sheet extensions, ensures appropriate separation of 'Before' And 'After' packing slip data, and completes stock take information sheet provided by Retail Business Services. • Ensure adequate communication channels exist within the store including mail, email, and verbal processes. If required prepare internal reporting for owner • Control stationery supplies and costs. • Build relationships with the Department Managers and individual Employees, to better understand department & individual employee's needs and expectations.
FINANCIAL	• 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.

STAFF MANAGEMENT	• Assist in recruitment of all team members into the department. • Ensure all team members receive an appropriate induction / orientation to the department and receive appropriate ongoing training support. Trains the team members as required. • Actively promote high quality internal customer service ensuring that staff are trained to the store standard in service, present themselves professionally to store guidelines, and meet the agreed service standard at all times. • Complete and document performance management discussions with all team members. • Put in place initiatives to assist in the retention of staff and reduction of staff turnover as appropriate. • In conjunction with Owner Operator and HR / Trainer ensures succession plan is in place for all key roles within the department & ensure all staff are aware of development opportunities available to them. • Guide all department members through identified training to achieve desired standards of performance. • Support the 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. • Ensure all staff management practices within the office comply with store policies on employment, attendance, health and safety, training, leave, discipline etc, such that all staff in the office know they are being treated consistently.
COMPLIANCE	• Ensure that record retention meets legal requirements. • Ensure regulatory compliance across the office in all areas relating to regulatory impact, including but not limited to compliance with store policies, and health and safety program. • 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.
CULTURAL	• Effectively act to resolve issues to satisfaction of customers and business through agreed company values. • 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. • Contributes as a member of the store management team ensuring ideas are shared and initiatives that are developed in other areas are applied where practical and as agreed within the store. • Maintain and develop effective relationships with stakeholder groups, including other department managers, trainees, suppliers, institutional providers, and other stakeholders. • 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 Foodstuffs initiatives and development across the brand by actively participating in cross store sharing of ideas and workshops.

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 the ability to problem solve
- Is able to persevere with a task
- Is able to understand others' viewpoints and help to solve problems
- Is able to understand the end to end process.

QUALIFICATIONS AND EXPERIENCE

ESSENTIAL

- 5 years of experience in a sole charge or supervisory office position or extensive general admin experience
- Payroll expertise
- Computer skills including EXCEL and WORD capability

DESIRED

- Foodstuffs store office experience
- Cash handling experience
- Grocery industry exposure

SIGNATURE

I have read and understood this Job Description:

Employee Signature

Date: