

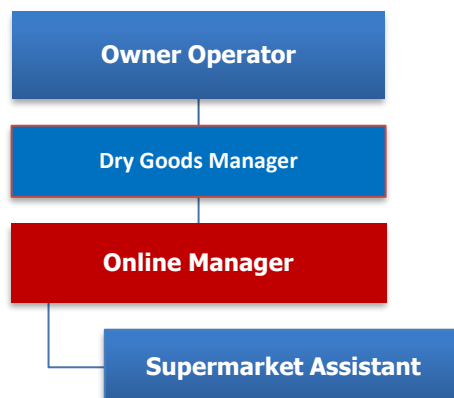


NEW WORLD Milford

Job Description

POSITION TITLE	Online Manager
STORE	New World Milford
DATE	25 September 2026
REPORTS TO	Dry Goods Manager
PURPOSE OF POSITION	The Online Manager is required to manage, plan and organise the day-to-day running of the store's Online team and Online shopping department in accordance to best practice policies and procedures. The Online Manager needs to ensure all tasks are efficiently and accurately completed in a timely, professional manner thereby encouraging customers to make repeated online purchases. They are also responsible for handling all Online customer enquiries/complaints and using their product knowledge and customer service skills to make sales and encourage repeat business, as well as achieving and maintaining all KPI's and wage targets.

REPORTING STRUCTURE



RELATIONSHIPS

RELATIONSHIPS

INTERNAL

- Owner Operator
- Store Manager
- Online Personal Shopper(s) (Pickers)
- Online Home Delivery Agent
- Department Managers
- Team members
- Foodstuffs' employees

EXTERNAL

- Customers
- Suppliers
- Merchandisers

ACCOUNTABILITIES

OPERATIONAL

- Ensure overall operational excellence is achieved for the Online shopping department
- Manage, motivate, train and support the Online team ensuring that best practise policies and operational procedures are followed at all times, always leading by example
- Effectively plan, monitor and prioritise work progress from the start of the picking order life cycle to completion of order by Delivery and/or Click & Collect
- Review department, wage and shrinkage reports to set, manage and drive KPIs and targets with the Online team to achieve desired results for the department
- Manage rosters and wage percentages in conjunction with the Owner Operator
- Keep store mapping/picking journey up to date, make changes if required and work with Department Managers to ensure accuracy and compliance
- Effectively resolve all customer related enquiries and complaints when able to and escalate issues to management and/or FSNI Online Operations team when required
- Maintain the desired level of inventory and supplies, including scanners, totes, Techni-ice, chiller bags, uniforms etc.; ordering additional supplies if required and conducting stocktakes
- If required, ensure items picked, packed, processed and invoiced for a customer's order is completed accurately and efficiently by adhering to Standard Operating Procedures and ensuring that best practise guidelines for best before/use-by dates, weighted items, restricted items and substitutions are followed
- If required, load delivery vehicle and deliver orders to the correct delivery address by efficient route optimisation to minimise customer waiting times and ensuring ID checking procedures are followed for restricted items
- Ensure housekeeping/cleaning responsibilities and schedules for Staging Area, Online equipment and Vehicles are maintained and adhered to
- Communicate any feedback/issues to Store Management, FSNI Online Operations team, and/or Service Solutions
- Assist in ensuring other departments meet their Online responsibilities as required
- Follow instructions of FSNI Online Operations team and manager
- Build positive relationships with both internal and external customers
- Contribute to continual improvements and initiatives to help improve the overall quality of the Online shopping experience
- Completing other reasonable duties from time to time as requested to ensure business continuity

COMPLIANCE

- Adhere to the food safety, health & safety, security and compliance policies, guidelines and procedures for Online and the store merchandising and sales practices comply with the Fair-Trading Act.

CULTURAL

- Contribute effectively as a team member
- Live the store values

PERSON SPECIFICATION

PEOPLE FOCUS

WORKING WITH PEOPLE

- Is self-aware, approachable and mindful of their impact on others
- Demonstrates an 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.)

ADAPTING AND RESPONDING TO CHANGE

- Makes 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, 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

QUALIFICATIONS AND EXPERIENCE

ESSENTIAL

- Ability to prioritise and multi task to consistently meet deadlines
- Valid full Drivers Licence
- Physically fit and able to fulfil the requirements of the role

DESIRED

- Good command of written and spoken English
- Good basic maths skills
- Computer literate
- Unit standards 497, 167 & 168
- Customer service experience
- Food retail and/or fresh food experience

SIGNATURE

I have read and understood this Job Description:

Employee Signature

Date: