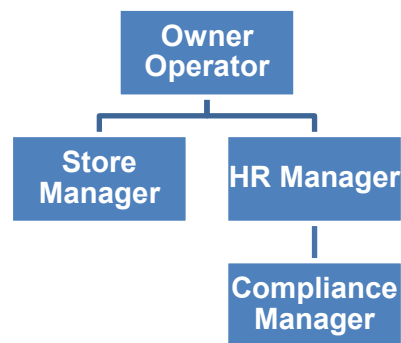


POSITION TITLE	Compliance Manager
STORE	
DATE	
REPORTS TO	HR Manager
PURPOSE OF POSITION	The primary role of the Compliance Manager is to ensure the store meets all food safety, health and safety and council compliance regulations and legislation, as well as identifying and enforcing legislative requirements in the required timeframes to the specified standards.
STORE VISION	
STORE VALUES	

REPORTING STRUCTURE



RELATIONSHIPS

INTERNAL

- Owner Operator
- Store Manager
- HR Manager
- Department Managers
- Duty Managers
- Other store staff

EXTERNAL

- Equipment maintenance contractors
- Local Council
- Foodstuffs Regulatory Advisors
- Foodstuffs HR Business Partners
- Other Foodstuffs Employees
- Customers

COMMITTEES

- Store Management Team
- Health and Safety Committee
- Food Safety Committee

AUTHORITIES (refer Delegated Authorities matrix)

Staff

Finance

Operations

ACCOUNTABILITIES

OPERATIONAL

- Ensure for all Health & safety and Food safety procedures and systems within the store that they are appropriately maintained at a level which ensures compliance in all audits.
- Actively promote health and safety and food safety to all staff.
- Liaise appropriately with external regulatory bodies and the Retail Support team within Foodstuffs to ensure all systems and processes are up to date and legally compliant and new initiatives are effectively implemented in the store. Ensure any changes to these programmes and processes are appropriately communicated to all staff.
- Ensure regulatory compliance across all departments through the provision or reinforcement of appropriate training in conjunction with the Store Management Team.
- Process applications for General Manager and Forklift Proficiency Certificates.
- Work with the Store Manager with respect to Building Warrant of Fitness (yearly).
- Ensure all machinery and equipment is compliant e.g. scales certification / forklift maintenance.
- Record customer complaints and follow up corrective actions if required.
- Deal with product rejections (letter to suppliers), product recalls and faulty products letters.
- Undertake hazard reviews and investigate serious accidents. Follow up reports of H&S hazards in the store. Collect and collate accident forms.
- Manage monthly committee meeting process for H&S.

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 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

QUALIFICATIONS AND EXPERIENCE**ESSENTIAL**

- NCEA Level 1 or equivalent
- Computer literate
- FMCG experience
- Physically fit and able to fulfil the requirements of the role.

DESIRED

- Good command of written and spoken English
- Train the Trainer / HACCP Training
- Trained Assessor - Unit standard 4098
- Unit standards 167, 168 and 497
- Customer service experience
- Previous health & safety and food safety or compliance experience
- Clean driver’s licence

SIGNATURE

I have read and understood this Job Description:

Employee Signature

Date: