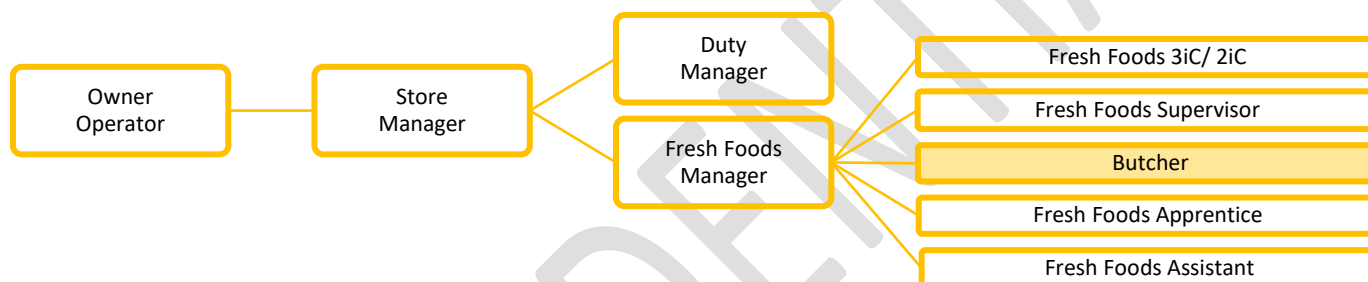


## POSITION & STORE INFORMATION

|                            |                                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>POSITION TITLE</b>      | Butcher                                                                                                                                                                                                                                                                                                                                                                              |
| <b>PURPOSE OF POSITION</b> | This role is to provide outstanding shopping experience to our customers by ensuring that maximum range and sufficient quantity of high quality fresh meat is available for sale, whilst assisting the Department in maximising sales, achieve specified profit margins, managing expenses and stock levels as well as keeping the work area clean, tidy and attractively presented. |
| <b>STORE</b>               | PAK'nSAVE Gisborne                                                                                                                                                                                                                                                                                                                                                                   |
| <b>STORE VISION</b>        | An awesome place to WORK'nSHOP                                                                                                                                                                                                                                                                                                                                                       |
| <b>STORE MISSION</b>       | Provide a CHEAP AS, FRESH AS and SWEET AS experience to all team members and customers while working and shopping in our store, knowing they are going to come back HAPPY AS!                                                                                                                                                                                                        |
| <b>STORE VALUES</b>        | Customer Focused, Positivity, Tumeke Teamwork & Excellence                                                                                                                                                                                                                                                                                                                           |
| <b>LAST VERSION</b>        | 22 <sup>nd</sup> October 2019                                                                                                                                                                                                                                                                                                                                                        |

## REPORTING STRUCTURE & KEY RELATIONSHIPS



| INTERNAL                                                                                                                                 | EXTERNAL                                                                                                                                                       | COMMITTEES                                                                          |
|------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Store Operations Team</li> <li>Your team members</li> <li>All other Store Team Members</li> </ul> | <ul style="list-style-type: none"> <li>Suppliers and Supportive Agencies</li> <li>Foodstuffs Employees</li> <li>Delivery Drivers</li> <li>Customers</li> </ul> | <ul style="list-style-type: none"> <li>Safety and Wellness Working Group</li> </ul> |

## KEY DUTIES / RESPONSIBILITIES

| CULTURAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Contribute effectively as a team member.</li> <li>Live the store values: Customer Focused, Positivity, Tumeke Teamwork &amp; Excellence.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| OPERATIONAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <ul style="list-style-type: none"> <li>Complete the tasks of a Butcher, including (but not limited):               <ul style="list-style-type: none"> <li>✓ Correctly and efficiently breaking bones, slicing and cutting all meat whilst reducing wastage and maximising GP/CTP.</li> <li>✓ Enhancing the image of the department by implementation of agreed standards of display and presentation of stock.</li> <li>✓ Effectively resolving all customers related enquiries and complaints unless management approval is required.</li> <li>✓ Assisting in the tray up of meat as required.</li> <li>✓ Assisting in ensuring all appropriate stocktaking, cleaning and wash downs are completed.</li> <li>✓ Keeping all areas (Stock Room and Shop) clean and tidy at all times and undertake additional housekeeping as required (e.g. sweeping the floors, dealing with spillages and breakages, cleaning of equipment and behind/in front and on-top of areas such as signage, shelving, freezers and fridges, under pallets as appropriate to your area).</li> <li>✓ Undertake stock take on a weekly or fortnightly basis.</li> <li>✓ Ensuring the meat cases and freezers are appropriately stocked and relevant merchandising standards are maintained at all times.</li> <li>✓ Ensuring customer special orders are prepared to agreed timeframes.</li> </ul> </li> <li>Other tasks across the department as required.</li> </ul> |

**COMPLIANCE**

- Have an understanding of your rights and responsibilities under the Health and Safety at Work Act 2015 relative to your position including:
  - ✓ Being familiar with all store and department hazards & associated risks and the measures in place to either eliminate or minimise these and are adhered to. Includes correct use of PPE at all times.
  - ✓ Accurate reporting of all accidents and incidents, near misses and equipment damage immediately and that all accidents and incidents reported are investigated by a trained and suitable investigator.
  - ✓ Reporting any newly identified hazards and any control measures you think appropriate.
  - ✓ Ensuring the safe behaviour of all your team (as well as contractors) especially new, inexperienced and temporary team, through effective supervision and training.
  - ✓ Completing all and necessary daily/weekly/monthly checks to ensure that the equipment is safe to operate and use and regular safety inspections have been carried out on all equipment.
  - ✓ Request training where you require it or if you feel unsure/safe.
  - ✓ Ensuring appropriate safety equipment is available to all team members.
  - ✓ Always ensure you are in a fit & safe state to come to work & you take rest and meal breaks are taken at appropriate times to ensure your own safety.
- Follow and manage the Food Control Plan and compliance procedures in your department as required to ensure all Food Safety Standards are maintained to ensuring the safety of food at all times including:
  - ✓ The initial and on-going training and supervision of all team in the correct processes and procedures required in your department.
  - ✓ Maintain food safety compliance in the department.
  - ✓ Completing any and all appropriate daily/weekly/monthly paperwork and traceability forms including necessary temperature checks.
  - ✓ Maintain and undertake all cleaning schedules as well as any proactive cleaning as required.
  - ✓ Handle and use all chemicals and equipment carefully, as per manufacturer's guidelines.
- Ensure all ticketing/pricing and descriptions are correct to ensure there is no breach of the Fair Trading Act.
  - ✓ Deal with any breach of any business rules or policies to preserve the business and your integrity.

**COMPETENCIES – LEVEL 4**
**CUSTOMER FOCUSED**

- Able to identify the customer's needs and meeting their expectations providing an excellent customer service with the resources provided.
- Creates a remarkable environment where customers want to shop by being genuinely enthusiastic about the difference service makes to the customer and success of the store.
- Good listener and open to different perspectives; considers new perspectives to make continuous improvements. Is actively looking for feedback from all sources to improve their quality of their performance.
- By being genuinely enthusiastic and helpful, they create an environment where customers want to WORK'nSHOP.

**POSITIVITY**

- Personally upholds ethics and values leading by example (in words, decisions and actions) demonstrating honesty and integrity in all their dealings with other team members, customers, suppliers and colleagues.
- Demonstrate high work ethics through their commitment to the store's success, ownership of problems, self-discipline; accepting nothing less from their team members in the department.
- Uses and embraces the strength of the co-operative; implementing and following co-operative guidelines, challenges themselves, their team department, colleagues.
- Addresses any difficult situation in a consistent, open and fair way and follows due process on all issues of compliance; challenges all members in their team appropriately, respecting different positions.
- Builds and leads a wide and effective network of contacts that they use for support, sharing great ideas and impact in a positive way to other team members.
- Effectively deals with changes using empathy and a resilient approach; shares knowledge and expertise to persuade others to adapt to new situations and keep trying new things.

**TUMEKE TEAMWORK**

- Enjoys builds productive relationship with other Managers, Supervisors and pairs to stay abreast of critical developments in their work area; and uses these networks to obtain and share their own perspectives, viewpoints and insights.
- Understands the collaborative benefit of working together to achieve the department goals; and contributes by doing their work effectively and helping others on the team.

- Approachable and conscious in their dealings with other team members; maintains a positive and productive relationship with all the members of their department.
- Listens and communicates effectively showing support to other team members; is confident to share knowledge, learnings and experience with others team members in the department.

**EXCELLENCE**

- Role model of the desired culture and behaviour, demonstrate as well commitment to the store's values.
- Effective time management; making sure planned activities and projects are being executed.
- Works in a systematic way; making sure systems and processes are in place are followed to ensure compliance and consistent levels of service are provided despite changing circumstances.
- Commits, ensures objectives of own work are aligned with the department's goals and plan own and ensures engagement by other team members.
- Coaches team members and provides clear and honest feedback on their performance.
- Commits on following the rules around the existing ways of doing things in the department; and identifies and suggests opportunities for improvements.
- Demonstrate a sense of direction and purpose in their tasks; acknowledges and promotes the understanding of individual contribution to the department's objectives.
- Demonstrates a high level of confidence and capability in their role and ensures that all team members have the support and tools needed to work in their full potential.

**SKILLS, QUALIFICATIONS & EXPERIENCE**

|                  |                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ESSENTIAL</b> | <ul style="list-style-type: none"> <li>• Foodstuffs Butchery Apprenticeship Graduate (for internal candidates) or Trade Certificate or work based qualification</li> <li>• Previous Butchery experience</li> <li>• Unit standard 167, 497</li> <li>• Good command of written/spoken English &amp; Good basic math skills</li> <li>• Physically fit and able to fulfil the requirements of the role</li> </ul> |
| <b>DESIRED</b>   | <ul style="list-style-type: none"> <li>• Food Retail or Fresh Food experience</li> </ul>                                                                                                                                                                                                                                                                                                                      |

**SIGNATURE**

I have read and understood this job description.

|                             |  |             |  |
|-----------------------------|--|-------------|--|
| <b>Employee's Name</b>      |  | <b>Date</b> |  |
| <b>Employee's Signature</b> |  |             |  |