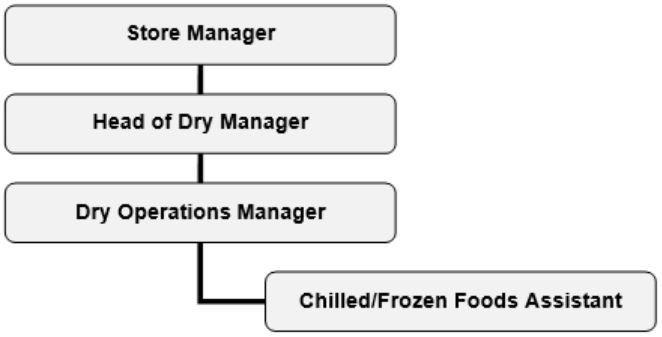
JOB DESCRIPTION

POSITION TITLE	**Chilled/ Frozen Assistant**
STORE	**Pak'n Save Mill Street**
DATE	
REPORTS TO	Dry Operations Manager
PURPOSE OF POSITION	The primary role of the Dry Foods Assistant is to present and merchandise to ensure that a maximum range and sufficient quantity of chilled/frozen/liquor & Grocery product is available for sale at the correct price at all times as well as keeping the department clean, tidy and attractively presented.
STORE VISION	
STORE VALUES	

REPORTING STRUCTURE



RELATIONSHIPS

INTERNAL

- Owner Operator
- Department Manager
- Team members
- Other store staff

EXTERNAL

- Foodstuffs' employees
- Delivery drivers
- Customers

ACCOUNTABILITIES

OPERATIONAL

- Complete the tasks of a Chilled/Frozen Foods Assistant, including (but not limited to):
  - Filling and facing up designated areas appropriately with a minimum level of disruption to customers.
  - Completing stock relays as required & ensuring the back freezer is kept clean at all times
  - Undertaking additional housekeeping as required (e.g. sweeping the floors, dealing with spillages and breakages, cleaning freezers, temperature checks etc.)
  - Other tasks across the store as required.
- Ensure the use of freezer space is maximised through completion of daily stock drops and filling.
- Effectively resolve all customers related enquiries and complaints unless management approval is required.
- Ensure the displays / shelves are appropriately stocked and relevant merchandising standards are maintained at all times.
- Ensure appropriate stock rotation policy adhered to.
- Ensure the aisles are kept clear of rubbish and blockages at all times allowing for clear customer access.
- To ensure the integrity and accuracy of our inventory records, it is critical that all employees involved in the scanning of incoming stock follow the correct procedures for stock receipt and verification.
  All employees whose role includes scanning in stock are required to adhere strictly to the established stock scanning and verification procedures. Under no circumstances should an employee engage in 'blind receipting'—the practice of acknowledging the receipt of stock without properly scanning and verifying all items against the delivery documentation.
  Failure to adhere to these scanning procedures will constitute serious misconduct of company policy and any non-compliance will be subject to disciplinary action.
- As part of our team, you will sometimes be asked reasonable requests by management to complete tasks which extend beyond the scope of your regular day to day tasks set out in this job description.

COMPLIANCE

- Follow Health and Safety Policy, Food Safety Policy and compliance procedures in the store.
- Ensure Food Safety standards are maintained through completion of appropriate daily, weekly and monthly cleaning.
- Complete the traceability forms as required.
- Assisting in ensuring 100% price integrity in the department through maintenance of appropriate signage, pricing, and changing data strips.

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 interest in, and 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)

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 that customers want to shop
- Is responsive 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 business

ADAPTING AND RESPONDING TO CHANGE

- 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 and Foodstuffs Values and accepting nothing less from their team
- Consistently demonstrates honesty and integrity (in words, decisions and actions) in all of their dealings with customers, staff, suppliers, colleagues)
- Follows due process on all issues of compliance
- Demonstrates a strong work ethic through their commitment to the store's success, ownership of problems and self-discipline
- Leads by example in terms of Foodstuffs values, drive to succeed and positive outlook
- Challenges appropriately while respecting the position of others

QUALIFICATIONS AND EXPERIENCE

ESSENTIAL

- Physically fit and able to fulfil the requirements of the role.

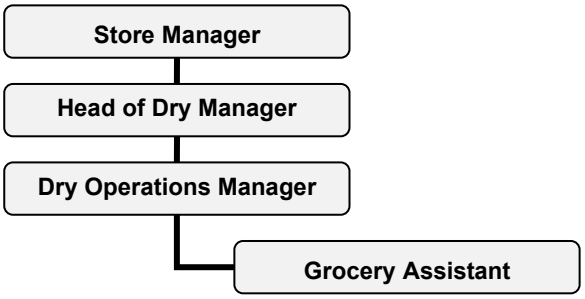
DESIRED

- Good command of written and spoken English
- Good basic maths skills
- Unit standards 497 and 167
- Customer service experience

JOB DESCRIPTION

POSITION TITLE	**Grocery Assistant**
STORE	**Pak'n Save Mill Street**
DATE	
REPORTS TO	Dry Operations Manager
PURPOSE OF POSITION	The primary role of the Grocery Assistant is to assist in the day-to-day running of the grocery department to ensure that sufficient quantities and range of products are available for sale at the correct price at all times during opening hours as well as ensuring the department is well merchandised, clean, tidy and attractively presented.
STORE VISION	
STORE VALUES	

REPORTING STRUCTURE



RELATIONSHIPS

INTERNAL

- Owner Operator
- Department Manager
- Team members
- Other store staff

EXTERNAL

- Foodstuffs' employees
- Delivery drivers
- Customer

ACCOUNTABILITIES

OPERATIONAL

Complete the tasks of a Grocery Assistant, including (but not limited to):

- Bringing stock from the storeroom as required.
- Filling designated areas and facing up appropriately with a minimum level of disruption to customers.
- Undertaking additional housekeeping as required (e.g. sweeping the floors, dealing with spillages and breakages, cleaning shelves etc.)
- Other tasks across the store as required.

- Ensure the use of shelf space is maximised through completion of daily stock drops and filling.
- Ensure the displays / shelves are appropriately stocked and relevant merchandising standards are maintained at all times.
- Effectively resolve all customers related enquiries and complaints unless management approval is required.
- Ensure appropriate stock rotation policy adhered to.
- Ensure the aisles are kept clear of rubbish and blockages at all times allowing for clear customer access.
- To ensure the integrity and accuracy of our inventory records, it is critical that all employees involved in the scanning of incoming stock follow the correct procedures for stock receipt and verification. All employees whose role includes scanning in stock are required to adhere strictly to the established stock scanning and verification procedures. Under no circumstances should an employee engage in 'blind receipting'—the practice of acknowledging the receipt of stock without properly scanning and verifying all items against the delivery documentation.
  Failure to adhere to these scanning procedures will constitute serious misconduct of company policy and any non-compliance will be subject to disciplinary action.
- As part of our team, you will sometimes be asked reasonable requests by management to complete tasks which extend beyond the scope of your regular day to day tasks set out in this job description.

COMPLIANCE

- Follow Health and Safety Policy, Food Safety Policy and compliance procedures in the store.
- Ensure Food Safety standards are maintained through completion of appropriate daily, weekly and monthly cleaning.
- Assist in ensuring 100% price integrity in the department. Complete the traceability forms as required.

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 interest in, and 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)

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 that customers want to shop
- Is responsive 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 business

ADAPTING AND RESPONDING TO CHANGE

- 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 and Foodstuffs Values and accepting nothing less from their team • Consistently demonstrates honesty and integrity (in words, decisions and actions) in all of their dealings with customers, staff, suppliers, colleagues) • Follows due process on all issues of compliance • Demonstrates a strong work ethic through their commitment to the store's success, ownership of problems and self-discipline • Leads by example in terms of Foodstuffs values, drive to succeed and positive outlook • Challenges appropriately while respecting the position of others

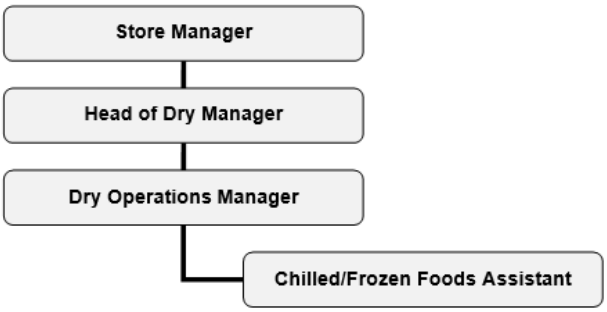
QUALIFICATIONS AND EXPERIENCE

ESSENTIAL	• Physically fit and able to fulfil the requirements of the role.
DESIRED	• Good command of written and spoken English • Good basic maths skills • Unit standard 497 • Customer service experience

JOB DESCRIPTION

POSITION TITLE	**Liquor Assistant**
STORE	**Pak'n Save Mill Street**
DATE	
REPORTS TO	Dry Operations Manager
PURPOSE OF POSITION	To maximise sales and achieve specified profit margins whilst managing expenses and the department team.
STORE VISION	
STORE VALUES	

REPORTING STRUCTURE



RELATIONSHIPS

INTERNAL

- Owner Operator
- Other Dept and Duty Managers
- Liquor Team Members
- HR/Training/ComplianceManager
- Other store staff

EXTERNAL

- Suppliers / Reps
- Merchandisers / Demonstrators
- Foodstuffs Specialists
- Other Foodstuffs Employees
- Industry contacts
- Customers

COMMITTEES

- Store Management Team
- Health and Safety Committee

AUTHORITIES (refer Delegated Authorities matrix)

Staff _____

Finance _____

Operations _____

ACCOUNTABILITIES

OPERATIONAL

- Enhance the reputation of the business by promoting and encouraging 'best practice' levels of customer service.
- Effectively resolve all customer related enquiries and complaints. Minimise customer complaints received.
- Reinforce and appropriately implement the businesses returns policy in all appropriate transactions.
- Ensure Foodstuffs' PAK n SAVE promotional and pricing programmes are adopted so that the store presents a competitive and brand consistent offer to the market at all times.
- Ensure sales and GP targets for the department are met or exceeded and that wage costs are controlled appropriately. Monitor sales and create opportunities to increase on last year. Maintain 100% price integrity in the department.
- Control all Department Costs. Manage credits in a timely and tidy fashion to minimize waste and reduce loss. Hold suppliers accountable for damaged stock making sure credit notes find their way to the office.
- Ensure operational delivery standards are met or exceeded including:
    - Ensuring the shop is full and appealing throughout the hours of trade, and that stock levels are controlled appropriately. Also ensuring all appropriate signage is displayed correctly and that advertised product is displayed meaningfully.
    - Merchandising the department appropriately, as per the best practice manual. Building attractive / eye catching displays and ensuring the department merchandising standards invite purchases through attention to detail. Manage the layout of the department to maximize stock visibility to enhance sales potential.
- To ensure the integrity and accuracy of our inventory records, it is critical that all employees involved in the scanning of incoming stock follow the correct procedures for stock receipt and verification. All employees whose role includes scanning in stock are required to adhere strictly to the established stock scanning and verification procedures. Under no circumstances should an employee engage in 'blind receipting'—the practice of acknowledging the receipt of stock without properly scanning and verifying all items against the delivery documentation. Failure to adhere to these scanning procedures will constitute serious misconduct of company policy and any non-compliance will be subject to disciplinary action.
- As part of our team, you will sometimes be asked reasonable requests by management to complete tasks which extend beyond the scope of your regular day to day tasks set out in this job description.

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.
- Meet annual, monthly and weekly targets and review with store owner the sales, gross profit, contribution to profit and cost targets in line with the store targets, proactively taking action to remedy adverse trends.

STAFF MANAGEMENT

- Roster to ensure adequate staff levels at all times, keeping in line with wage percentage targets.
- 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. Train the team members as required.
- Ensure all staff management practices within the department comply with store policies on employment, attendance, health and safety, training, leave, discipline etc., such that all staff in the department know they are being treated consistently.
- Put in place initiatives to assist in the retention of staff and reduction of staff turnover as appropriate.
- Complete and document performance management discussions with all team members.
- In conjunction with Owner Operator and HR / Trainer ensure 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.

COMPLIANCE

- 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
  - Implementing and maintaining health and safety and food safety policies to agreed standards.
  - Ensuring appropriate safety equipment is available to all team members.

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

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 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

- General Manager's Certificate
- Computer literate
- Retail experience to supervisory level or previous department management experience
- Physically fit and able to fulfil the requirements of the role.

DESIRED

- Unit standard 497
- Good command of written / spoken English
- Good basic maths skills
- FMCG experience
- Food retail experience
- Liquor industry experience
- Clean driver's licence

SIGNATURE

I have read and understood this Job Description:

Employee Signature _____ Date: _____