

## Job Description

**Job title:** Deli/Gourmet Manager

**Reporting to:** Store Manager

**Hours:** 42.5 working hours

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### Purpose of the position

To manage the Delicatessen Department to ensure that maximum sales, profit and customer satisfaction are achieved through effective merchandising, pricing and inventory control

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### Key responsibilities & duties

<b>Duties of the role</b>	<b>Competencies sought</b>
<b>Customer service</b>	<i>Ensure that you and your staff deliver a high level of service</i>
<b>People Management</b>	<i>Lead by example Open door policy Communicate to all team members Solve conflict as it arises Delegate to staff Conduct annual reviews with staff Coach and mentor team members Team orientated approach Manage the teams performance to deliver desired results Good organisational skills and attention to detail</i>
<b>Training</b>	<i>Ensure all team members are competent in respective department training Induction completed Fire training completed Chemical training completed for relevant staff</i>
<b>Financials</b>	<i>Knowledge of closing the gap Understand profit and loss impact on the business Complete department rosters within budgets Ensure stock takes are completed as required, analyse results Monitor KPIs</i>
<b>Stock Control/Merchandising</b>	<i>Ordering and receipt of stock Stock room rotation Appreciation and interest in good food Host processing Presentation of department Control wastage and markdowns Product knowledge across Deli/Gourmet Supplier management – hot and cold</i>
<b>Marketing &amp; Promotions</b>	<i>Deliver marketing and promotional programs</i>

Duties of the role	Competencies sought
<b>Compliance</b>	<i>Cleaning schedules implemented Food safe practices/plan followed Allergen information accessible Ensure all compliance reports are completed e.g. weights and measures, temp checks, Goods Inward Summary, Hot box temp checks</i>
<b>Workplace Health &amp; Safety</b>	<i>All staff completed work safe practices Ensure all staff comply with all safety legislation Compliance of all safety regulations, sweep logs, incident reports</i>

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## Academic or trade qualifications

Cert III in Retail  
First Aid Certificate  
Food Safety Supervisor  
Fire online training

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## Work experience and skills

Literacy and numeracy  
Register trained  
Grocery Manager Mobile  
Sign IQ  
Business acumen  
Knowledge of HG RETAIL business  
Basic computer skills  
Knowledge of Rosterlive  
CCTV

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## General

Happy, positive motivated outlook  
Personal presentation high standard  
Good manners  
At times perform other duties as requested by the management team