

## Job Description

**Job title:** Store Manager

**Reporting to:** HG RETAIL Management Team, CEO and Directors

**Hours:** 45 working hours

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## Purpose of the position

To manage all aspects of the store, maximising sales turnover, profit, and customer satisfaction and employee advancement by adopting best practice procedures

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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 Compliance with HG RETAIL Enterprise Agreement Open door policy Communicate to all team members Communicate to HG RETAIL and the Management team, horizontally and vertically 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 Wall2Wall compliance Certificate III 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 store rosters within budgets Complete wage calculation sheets weekly Ensure stock takes are completed as required, analyse results Monitor KPIs Analyse actual performance to budgetary targets</i>

Duties of the role	Competencies sought
<b>Stock Control/Merchandising</b>	<i>Appreciation and interest in good food Host processing Presentation of departments Control wastage and markdowns Product knowledge across the store Supplier management – hot and cold</i>
<b>Marketing &amp; Promotions</b>	<i>Deliver marketing and promotional programs</i>
<b>Compliance</b>	<i>Cleaning schedules implemented Food safe practices/plan followed Ensure all compliance reports are completed e.g. weights and measures, temp checks, Goods Inward Summary Allergen information accessible Understand the different audits occurring within the store, Safe Food Queensland, Brisbane City Council, Weights and Measures, Fair Trade Practices</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>

## Academic or trade qualifications

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

## 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  
Cash management

## General

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