



SECTION 1: Title and Reporting Relationships

Position title:	Store Manager	Location:	Retail
Business unit:	Retail Store	Organisation unit:	Ngahua Group Ltd
Reports to:	Regional Manager		
Direct Reports:	Assistant Store Manager/s (where applicable), Keyholder/s (where applicable), Sales Assistants		

Primary Purpose:

The purpose of this position is to run a profitable store by maximising sales whilst maintaining store presentation standards, effectively managing stock, hiring the best people then developing and leading them well and delivering an exceptional experience for our customers.

Section 2: Key Results Areas

Financial Achievement

- Evidence of contribution to the achievement of store sales and controllable contribution performance.

People Leadership & Team Engagement

- All staff effectively trained in store operations within first 3 months in their role
- Performance and misconduct issues dealt with promptly, effectively and in line with legislation and company procedures
- Evidence that the Company's Recognition and Reward program is alive and well in store and that management as whole recognise the efforts of their team and celebrate success in store
- Manage staff leave to ensure no one has a balance of more than 20 days at a time (special exemptions may occur).

Customer Service

- Annual conversion rate target is achieved
- Level of VIP sign ups
- Evidence that you consistently demonstrate and role model the Ngahua Group customer service expectations
- Evidence that customer service expectations, including GESAC where applicable, are carried out by staff
- Evidence that the CGA is understood by staff and complied with
- Customer complaints and compliments will be taken into account and discussed when reviewing performance.

Product Merchandising

- The store is always compliant with the FTA and meets internal marketing and merchandising standards for pricing and ticketing.
- Evidence of steps taken to ensure store hygiene, such as a cleaning roster.

Stock Management

- Inventory shrinkage and accuracy from Stocktake result
- Evidence that stock loss and adjustment reports are used and transfers are up to date
- Evidence of a well-managed and orderly stockroom.

Administration, Reporting & Compliance

- Evidence that correct reporting methods are used
- Evidence that the Operating Rhythm is adhered to by all members of the management team
- Staff records exist and are up to date.

Health & Safety

- Evidence that you have maintained a safe working environment – absence of hazards or well managed hazards, health and safety topics covered at staff meetings
- All staff and customer accident reports completed accurately and immediately after event
- Loss time injuries (LTIs) and absenteeism due to injuries/ accidents are proactively managed to minimize time spent off work.



Other

- Evidence that reasonable management instructions are followed and carried out effectively.

SECTION 3: Role Accountabilities

Financial Achievement

- Strive to achieve budgeted sales
- Protect and maintain the company investment of property and monies
- Ensure staff rosters are effective to meet customer needs, financial targets and wage budgets
- Maintain tight control of store expenses
- Identify and action new sales opportunities
- Utilise K.P.'s to drive the performance of the store.

People Leadership & Team Engagement

- Recruit the best people for your team, who fit the requirements of the role and meet the values of the organisation
- Conduct thorough 12 week Orientations for all new team members
- Recognise the efforts and contribution of your team on a regular basis
- Have a good understanding of the competency levels of all direct reports and support them in their development
- Complete meaningful Success Catch Up conversations across the year (incl. any annual performance appraisals) with the team, identifying opportunities for growth and areas for improvement
- Address any issues of poor performance and issues of misconduct promptly and appropriately in keeping with the conditions of the Employment Relations Act and with internal People & Culture (P&C) policies
- Strive to have a highly engaged and passionate team
- Show strong leadership by always acting with integrity, inspiring and motivating the team to achieve high performance and offering support to the team
- Ensure you and your team proactively look to create an environment of wellness across the team and working environment.

Customer Service

- Ensure you are competent in all elements of Ngahuia Group customer service expectations, including GESAC where applicable, and that you role model and use these daily in your dealings with customers
- Ensure all staff are competent in customer service
- Provide an exceptionally high level of service in all dealings with customers
- Prioritise work load with the team to ensure a high level of customer service is achieved at all times
- Resolve all customer complaints quickly and in a professional manner
- Ensure staff have sound working knowledge of the Consumer Guarantees Act (CGA) and ensure compliance with the Act when dealing with customers.

Product Merchandising

- Ensure marketing and advertising initiatives are thoroughly 'tied up' in store and carried out according to instructions to maximise sales
- Ensure the store is compliant with agreed merchandising standards and the Fair Trading Act (FTA)
- Ensure store hygiene standards are maintained and the store is well presented at all times
- Liaise with the Regional Manager on stock/promotion related issues, agree plans and actions.

Stock Management

- Ensure the stockroom is well managed, orderly and safe
- Ensure new stock is processed in a timely and accurate manner
- Maintain tight shrinkage controls with compliance to all stock related company policies and procedures including the execution of annual stock takes
- Ensure legal compliance is adhered to as per the company training and policy and procedures manual/s
- Take all practical and reasonable steps to reduce product loss in store.

Administration, Reporting & Compliance

- Complete all reports and documents according to procedures and standards
- Maintain accurate files of stock receipting, stock loss and stock transfers
- Maintain accurate financial records of all store takings and store expenses as per company procedures
- Maintain up to date and accurate employee records at all times, including training and development
- Action directives and assigned tasks efficiently and accurately

- Complete health and safety reporting accurately and on time.

Health & Safety

- Comply with relevant legislation in relation to your own duties and work environment, including observing all internal safety procedures and policies, adopting healthy and safe work practices, reporting any hazards or accidents and ensuring that no action or inaction by you while at work, shall cause harm to yourself or any other person
- Ensure you and your team proactively look to create an environment of wellness across the team and working environment.

Other

- Carry out any other reasonable instructions issued by your manager.

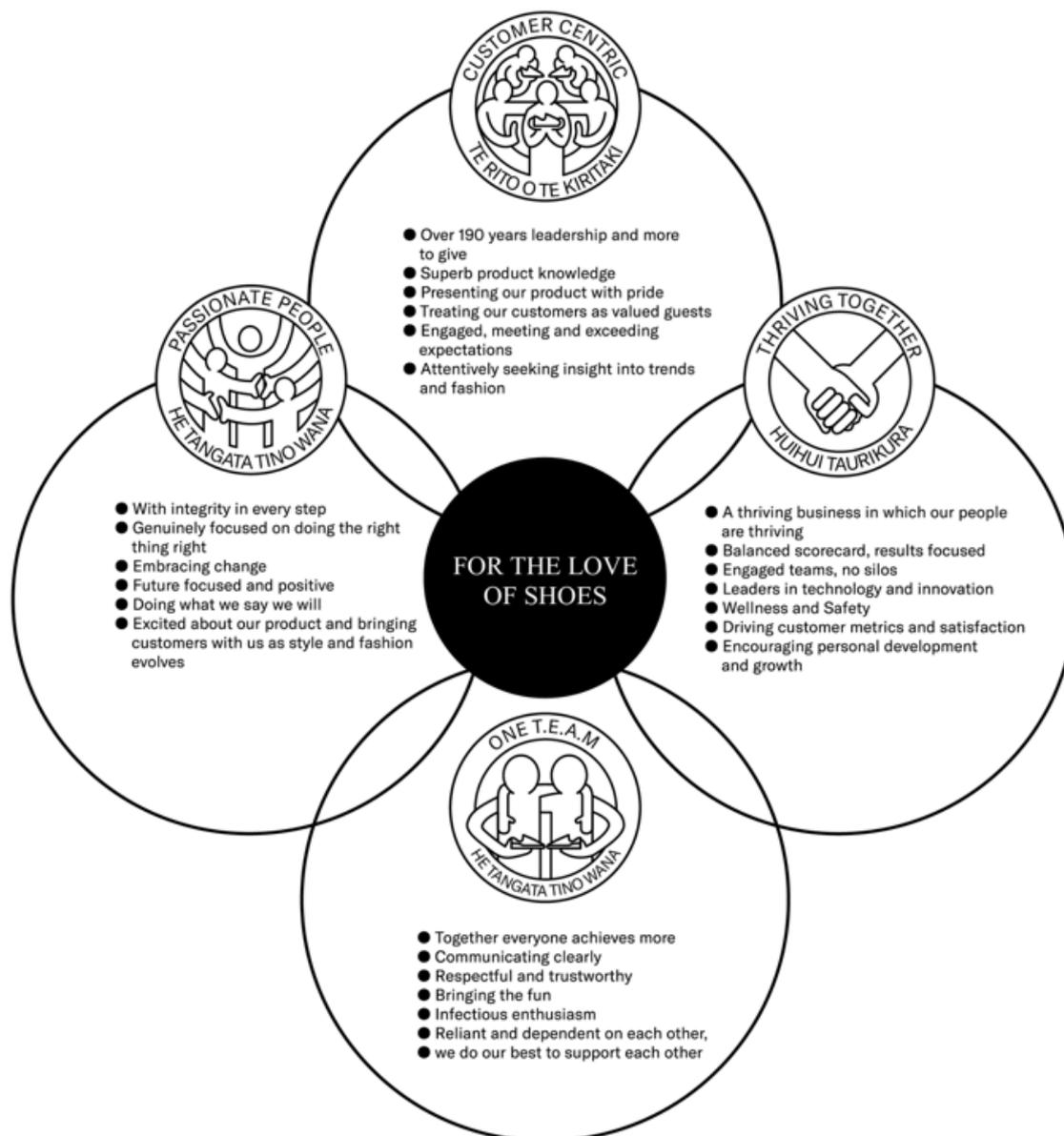
SECTION 4: Key Relationships

People and organisations both inside and outside of the company that this position would be required to manage relationships with.

Internal	External
<ul style="list-style-type: none"> • Immediate team, Regional Manager, Operations National Sales Manager, Operations Team, Other Store Managers, People & Culture, Payroll and other Support Staff 	<ul style="list-style-type: none"> • Customers, suppliers and contractors

SECTION 5: Our Values

New Zealand's Ultimate Footwear Destination





SECTION 6: Skills & Qualifications, Knowledge, Behaviours

Skills & Qualifications	Knowledge	Behaviours
<ul style="list-style-type: none"> • Retail management experience of at least two years or more – ideally within large format retailing • Proven track record of sales and KPI achievement • Knowledge of P&L and cost management • A good degree of computer literacy • People management and leadership experience 	<ul style="list-style-type: none"> • Has the knowledge ability to create a high performance culture through motivating others, empowerment and praise • Proven track record of sales achievement • A good degree of computer literacy 	<ul style="list-style-type: none"> • Acts with honesty, integrity and trust at all times • Team player • Motivates others • Is focused on the bottom line and overall P&L performance • Has effective communication skills • Committed and strives for success • Organised (strong prioritising skills) and proactive • Is skilled at building positive relationships

SECTION 8

Author:	P&C Advisor	Approver:		Date:	
Amended by:		Approved By:		Date:	