



SECTION 1: Title and Reporting Relationships

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|-----------------|---|--------------------|--------------------------|
| Position title: | Keyholder | Location: | Retail |
| Business unit: | Retail Store | Organisation unit: | Ngahuia Group Ltd |
| Reports to: | Store Manager (and Assistant Store Manager where applicable) | | |
| Direct Reports: | Responsibility for Sales Assistants in absence of Store Management | | |

Primary Purpose:

The purpose of this position is to contribute to the achievement of budgeted sales for the store by providing an exceptional experience for our customers. As the Keyholder, this position supports the Store Manager (and where applicable the Assistant Store Manager) by taking responsibility for some operational/ administrative duties, especially in the absence of store management. The Keyholder may at times be responsible for the store in the Store Manager (and where applicable the Assistant Store Manager's) absence.

Section 2: Key Results Areas

Service & Sales

- Evidence of contribution to the achievement of Ngahuia Group customer service expectations
- Purchases are processed efficiently and accurately in keeping with company procedures
- Customer complaints and compliments will be taken into account and discussed when reviewing performance
- Demonstrates knowledge of CGA and complies with it when dealing with customers.

People Leadership & Team Engagement (in the absence of store management)

- Evidence that staff behaviour and productivity are effectively managed in the absence of management
- Evidence of contribution to the effective training of new staff
- Evidence of contribution to staff competence in GESAC where applicable.

Operational Cover

- Evidence that the store is managed in accordance with management instructions and the store operating rhythm, processes and procedures.

Teamwork

- Actively uses the Company's Recognition and Reward program and/or other means of thanking and supporting fellow Sales Assistant's and management
- Evidence of supportive, helpful, respectful behaviour.

Product Merchandising

- Carries out instructions relating to the tie-up of marketing and advertising activity accurately and efficiently
- Participates willingly in maintaining store hygiene and presentation standards
- Demonstrates working knowledge of the Fair Trading Act (FTA).

Stock Management

- Evidence of assistance in maintaining a clean, tidy and orderly stockroom
- Evidence of care taken with product to avoid any stock damage or loss.

Administration, Reporting & Compliance

- Evidence that correct reporting methods are used
- Evidence that the Operating Rhythm is adhered to
- Evidence of compliance with all policies and procedures
- Evidence that management instructions are carried out effectively.

Health & Safety

- Evidence that you have contributed to maintaining a safe working environment e.g. identified or helped managed hazards; reported any staff and customer accidents immediately after event.



Other

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

SECTION 3: Role Accountabilities

Service & Sales

- Assist the Store Manager in the efforts to achieve budgeted sales
- Achieve individual weekly sales target (where applicable)
- Contribute to the achievement of store targets e.g. Sales, and Conversion, by providing customers with an exceptional experience
- Work with Store Management to utilise the Key Performance Indicators (K.P.I.s) e.g. sales budget, labour budget, conversion %, to drive the performance of the store
- Ensure you are competent in all elements of Ngahuia Group customer service expectations, including using GESAC where applicable, and that you role model and use these daily in your dealings with customers
- Support Store Management with any new service & sales initiatives
- Support fellow Sales Assistant's in their efforts to achieve sales
- Process purchases efficiently and in keeping with company cash-handling and other related procedures
- Process refunds and exchanges in keeping with company cash-handling and other related procedures
- Resolve all customer complaints quickly and in a professional manner – in conjunction with company policies and store management
- Ensure you have a good working knowledge of the Consumer Guarantees Act (CGA) and ensure compliance with the Act when dealing with customers.

People Leadership & Team Engagement (in the absence of store management)

- 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.

Operational Cover

- In the absence of store management (rostered day off, annual and sick leave), oversee the day to day operations of the store e.g. opening and closing, banking, stock management, handling customer and staff matters.

Teamwork

- Demonstrate a 'One Team' approach, assisting in any area of store operations that require support
- Take time to recognise the efforts and contribution of fellow Sales Assistant's and management
- Show support, encouragement, respect and consideration for all members of the team.

Product Merchandising

- Ensure marketing and advertising initiatives are thoroughly 'tied-up' in store and carried out according to instructions to maximise sales
- Assist management in 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 – participating in whatever cleaning, tidying and recovery tasks are required
- Liaise with management on any stock or promotion related issues, and action directives to resolve these.

Stock Management

- Assist management in ensuring the stockroom is well managed, orderly and safe
- Ensure new stock is processed in a timely and accurate manner
- Take all practical and reasonable steps to reduce product loss in store.



Administration, Reporting & Compliance

- When required, assist management in completing all reports and documents according to procedures and standards
- When required, action directives and assigned tasks efficiently and accurately
- When required, assist management in maintaining accurate files of stock receipting, stock loss and stock transfers
- When required, complete daily banking accurately and in keeping with relevant policies and procedures
- Comply with all store and company policies and procedures including till operations, cash handling, absence, etc.

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
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Other

- Carry out any other reasonable instructions issued by management.

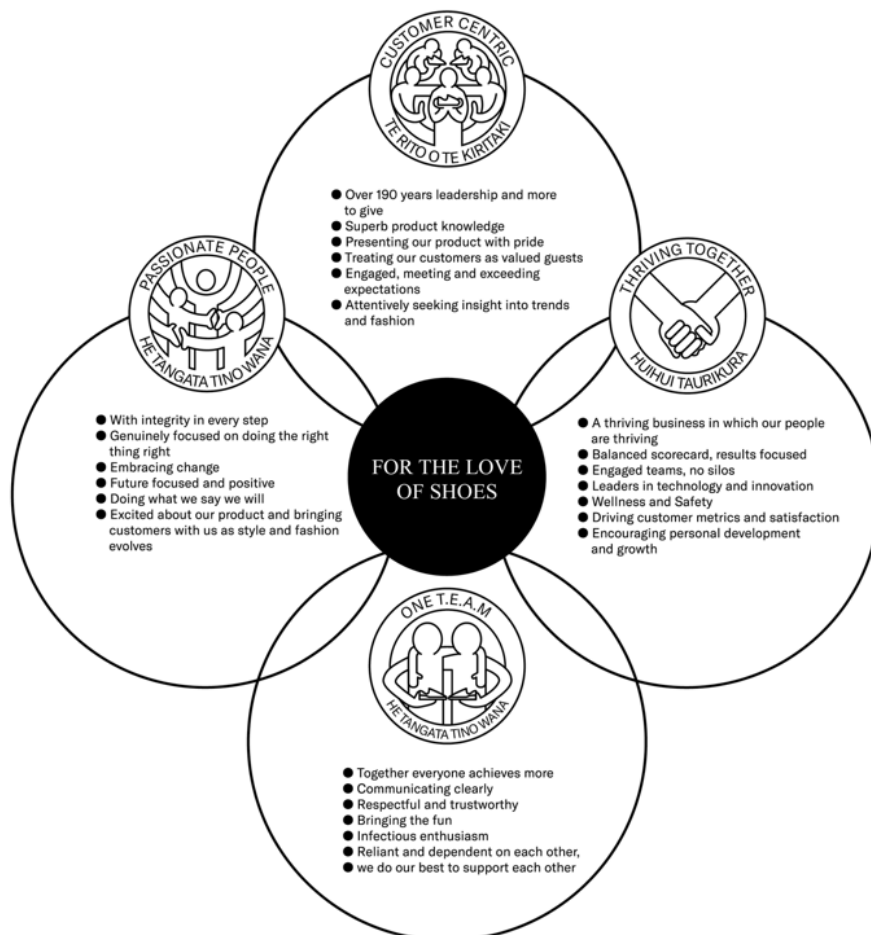
SECTION 4: Key Relationships

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, 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 or customer facing experience of at least 2 years – ideally within large format retailingSome supervisory or senior level experience preferred. | <ul style="list-style-type: none">Great verbal communicationSales and service knowledge | <ul style="list-style-type: none">Solutions focussed – likes to problem solveActs with integrity – is honest and trustworthyTakes responsibility for their actionsTeam playerStrives to make a difference |

SECTION 8

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