



# Position Description

**Position Title:** Assistant Store Manager

**Date:** April 2025

**Location:** The Outlet – Stores

**Reports to:** Store Manager

## Who we are – The Outlet

Tahua Group Limited is a great Kiwi business, home to well-loved brands in retail and hospitality. Inspired by a common vision and a shared passion for hospitality/retail, we strive to serve our communities in a truly unique way based on our heritage in Aotearoa. In April 2024, Tahua Group (our Parent Company) acquired Torpedo7, growing the retail arm of the business under Ngahuaia Group Ltd. Identifying a market opportunity and capitalizing on our increased retail footprint, in May 2025, Tahua launched an innovative value-focused brand called **'The Outlet'**.

As a dedicated high-quality, discounted-brand retailer, we are committed to offering **"Brands you trust at prices you can't resist."** With a clear purpose of **"Big Brands, Bigger Deals,"** we aim to cater specifically to price-conscious consumers seeking exceptional value and high-quality products. Strategically repurposing a number of well-established Torpedo7 stores in prime locations across New Zealand, we were born with an impressive scale of 10 retail stores and a strong online presence.

As we continue to grow and evolve, our commitment remains unwavering: providing Kiwis with the perfect blend of trusted brands and exceptional value.

## Why you'll love this role

As our Assistant Store Manager, you will form part of our Store Management team supporting our enthusiastic in-store sales team to deliver a great retail experience and love for what they do. You'll work closely with your Store Manager to drive operational excellence that enables the store to hit its targets and KPIs whilst maintaining efficient store operations.

In this role, you will assist your Store Manager to inspire and motivate the team, love engaging with customers and building meaningful connections. It's all about contributing to the success of a high performing team, growing and supporting other in-store team members, and delivering exceptional services while genuinely connecting with people.



## What you'll deliver in this role

- ❖ **Inspirational leadership** – a style that is natural and collaborative and inspires people to bring their best self to work going above and beyond every day; fostering effective communication; supports the selection of new team members so they are of a consistently high calibre and are aligned to our ways of working; a voice of reason amongst the team when necessary, including escalating issues so they are dealt with effectively.
- ❖ **Financial results**– working alongside your Store Manager, you'll play a key role in ensuring targets are communicated and you support and coach the team to contribute to achieve these; you will also constantly challenge the team on ways to achieve KPIs supporting the store to achieve sales budgets.
- ❖ **Excellent customer experience**– alongside the Store Manager, you will also foster a culture that is all about the customer so our in-store team delivers an experience that is to a consistently high standard leaving our customers wanting to return again.
- ❖ **Store efficiency**– you will play a key role in working with the in-store team ensuring operational tasks are carried out accurately and efficiently and store standards are maintained to a consistently high standard. You will achieve high levels of productivity by ensuring store operations are carried out efficiently and accurately as per our standard operating processes;
- ❖ **Resilience & adaptability**: retail environments can be dynamic, with busy periods, unexpected situations, a huge variety of customers and changing priorities. Your leadership will support the team to be nimble and adaptable so they respond to these changes quickly and effectively.

## What you'll bring to the role

- ❖ An emotional maturity, consistently role modelling professional and constructive behaviours.
- ❖ Previous experience in leading people and sound knowledge of store operations.
- ❖ A genuine passion for both retail and love for our customers – this will be at the core of what you do.
- ❖ Is able to build rapport easily with a natural ability to be the best in every situation. Your glass is always half full and your joy for what you do is infectious to all those around you.
- ❖ Excellent communication skills and the ability to handle customer inquiries, complaints, and feedback in a professional manner.
- ❖ Delivers legendary experiences to all customers by acting with a customer first attitude and connecting with customers / responding to their needs through clear and professional communication.
- ❖ Physical Stamina– Endurance and physical agility are key as the role encompasses prolonged standing, moderate lifting, and managing various tasks that keep the energy flowing throughout your shift.
- ❖ Ability to adapt quickly and effectively to changing working environments, tasks, or responsibilities within a fast-paced retail environment.
- ❖ Flexibility and resilience to work multiple shifts as and when required.