



Position Description

Position Title: Store Manager

Date: April 2025

Location: The Outlet – Stores

Reports to: Regional 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 the Store Manager you have the privilege of leading an enthusiastic in-store sales team in a busy and dynamic retail environment. You have the accountability of building a passionate and high-performing in-store sales team who love the challenge of smashing targets whilst ensuring store operations run smoothly and efficiently.

In this role, you will be an inspirational leader, who loves engaging with customers and building meaningful connections,. It's all about leading a high performing team, growing your people 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; accountable for the selecting of new team members ensuring they are of a consistently high calibre and who are aligned to our ways of working; you will be a voice of reason and be comfortable to make the right call even when it's hard.
- ❖ **Financial results-** you'll be responsible in ensuring store targets are communicated effectively to your team, and that they are consistently achieved; you will also constantly challenge the team on ways to achieve KPIs supporting the store to achieve sales budgets.
- ❖ **Excellent customer experience-** you will 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 to wanting to return again.
- ❖ **Store efficiency-** you will achieve high levels of productivity by ensuring store operations are carried out efficiently and accurately as per our standard operating processes; you will also be actively involved in the stock management activity that needs to be carried out at your store; you will also work with your Regional Manager so that staffing and rosters reflect optimum budget and operational performance.
- ❖ **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.
- ❖ Experienced in running a retail store and leading an enthusiastic sales team
- ❖ 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 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 pleasant 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.