

POSITION DESCRIPTION

POSITION DETAILS	
Position Title	Store Development Projects – Specialist
Reports to (Position Title)	Store Development Projects – Team Manager
Department / Division	Retail Operations
Nature & Number of Direct Report	0
Nature & Number of Indirect Reports	0
Date	September 2017
EY data role map	ST515
PURPOSE STATEMENT	
<p>To provide specialist support to the execution of projects assigned to you comprising of, new store fit-outs, store extensions and refurbishments, merchandising and operational driven activities and initiatives across all tiers of the Mitre 10 Network.</p> <p>This role is to work closely alongside Member Principles, store management and team members, Support Office personnel, suppliers, and any other stakeholders as necessary in order to carry out the functional delivery requirements of this role.</p>	

KEY ACCOUNTABILITIES OF POSITION		
Accountability Description	Measure	Weighting
1: Planning and Execution of Projects	a. Attend and participate in stakeholder meetings at the onset, well before the execution phase b. Carry out site visits in advance of projects when required to assess physical and resourcing requirements c. Review proposed designs and sense check accuracy, equipment requirements and feasibility d. Prepare setup packs with the collaboration of all key stakeholders e. Clarifying and agreeing with stores their accountabilities for their projects	30 %
Performance Standard:	<i>Prepared for project resulting in seamless execution. Proactive in planning phase in ensuring collaboration of key stakeholders</i>	
2: Lead and manage the delivery of projects	a. Lead project coordination and implementation meetings with all key stakeholders on site b. Lead and direct resources assigned to project c. Manage the resolution of issues and occurrences as they arise.	30%
Performance Standard:	<i>Regular and productive site meetings and allocation of resources enabling the project to come in early and under budget</i>	

3: Coaching and training of:	<ul style="list-style-type: none"> a. Project planning and execution methods by types; <ul style="list-style-type: none"> i. New builds ii. Refurbishments iii. Major relays b. Communication of Documentation and tools used for planning and execution purposes; <ul style="list-style-type: none"> iv. Forms / planners v. Timelines / Critical paths vi. Service level agreements for projects (Between SC – Stores – Third parties – Suppliers) c. Visual Merchandising techniques, standards and best practices d. Handling and installation of Fixtures, Fittings and Equipment e. Health & Safety practices/guidelines when executing merchandising activities 	20%
Performance Standard:	<i>Planned approach to training and coaching resulting in a strong team by the end of the project. Sign off in place to certify team members at the end of the project</i>	
5: Compliance, & Health & Safety	<p>Understand and adhere to all compliance requirements, internal & external, that govern the company's activities, including:</p> <ul style="list-style-type: none"> • Comply with all legal requirements that impact upon your role • Comply with all Health & Safety guidelines and procedures. • Comply with Mitre 10 (NZ) Ltd policies and procedures • Work in a safe manner and follow all safety procedures • Report hazards, incidents and work-related injuries / accidents promptly in accordance with company Health & Safety policy • Participate in the Health and Safety Hazard awareness process 	10%
Performance Standards	<i>Compliance and no avoidable incidents. Honesty and fairness in all activities.</i> <i>Proactive in implementing suggestions and ideas.</i>	
6: General	<ul style="list-style-type: none"> • Be a role model for the company's values: Customer Driven; Honest and Fair; One Team; Down to Earth; Strive for Excellence; Keep our People and Customers Safe • Pursue opportunities for personal development and improvement. • Undertake any other duties or responsibilities your Manager feels are appropriate given your role and skills. 	10%

POSITION HOLDER SPECIFICATIONS	
Qualifications required	<ul style="list-style-type: none"> • Tertiary Education • Proven track Record in Similar or same Role. • Project Management Experience, including risk assessment, mitigation and contingency planning and execution • A good understanding of Microsoft Project, XL Spreadsheets, Word and e-mail.
Total years of experience required	<ul style="list-style-type: none"> • 5 – 10 years' experience.
Other specific Technical skills required (e.g. advanced excel)	<ul style="list-style-type: none"> • Effective verbal and written communication skills • Sound negotiation skills, a competent understanding of fixtures, fittings, equipment, equipment assembly, merchandising and display techniques • Strong organisational and time management skills (for both Self and reports)
Competencies required:	<ul style="list-style-type: none"> ▪ Collaboration, openness, communication, teamwork, celebrating success, values, supporting and encouraging others, building rapport, ensuring understanding ▪ Customer focus (internal & external), knowing the industry and competition, business acumen, accountability, financial awareness ▪ Adaptive & flexible, dealing with ambiguity and complexity, innovation, creativity, continuous improvement, embracing change ▪ Planning & organising, influencing, meeting deadlines, accountability, goal/objective setting, decision making, problem solving, prioritisation, perseverance, success focus, initiative ▪ Personal development and improvement, interpersonal skills, confidence, trustworthiness, integrity, honesty, showing initiative, flexible and adaptable, positive, accountability ▪ Motivators, resilience, enthusiasm, self-awareness, Emotional Intelligence (EQ), personal values, curiosity & willingness for learning, open to feedback, self-improvement and development, career ambition / aspirations, composure, patience ▪ Technical skills, knowledge, expertise & competence, software skills, technical learning, value add
Physical Requirements	<ul style="list-style-type: none"> ▪ You will be working on your feet most of the day, considerable manual handling – need to be fit and physically capable.

WORKING RELATIONSHIPS	
Frequent People Contact	Nature of Contact and Why
<ul style="list-style-type: none"> • All Store Development key personnel • Retail Operations including Executives, Business Development Managers, Store Management and Member principles • Property • Finance, including both accounts payable and receivable. • Merchandise • Marketing • Logistics • External Suppliers 	<p>To maintain a professional, friendly working relationship, sharing information as needed.</p> <p>To give visibility of workflow and requirements to deliver excellence in customer service.</p> <p>To be able to execute needs and make decisions that are in the best interests of the company.</p> <p>To build and cement long lasting win, win relationships.</p> <p>Enhance the credibility of the Store Set Up function across the Network.</p> <p>To enable you to carry out what is required to deliver your requirements under the function of your role.</p> <p>To ensure all activities and requirements are delivered in keeping with expectations.</p> <p>To learn and grow in competencies from those around you.</p>

ORGANISATIONAL STRUCTURE

