

Your position title will be	Retail Manager
You'll be supported by	Store/General Manager

HOW YOU'LL HELP INSPIRE KIWIS TO LOVE WHERE THEY LIVE, WORK AND PLAY

You'll be focused on empowering our team to provide excellent customer service, ensuring our customers know we are with them all the way and leave our store satisfied they got what they came for. You will take a leadership role in ensuring we deliver service excellence and manage the operational efficiency and profitability of all our retail sales departments (excluding trade).

WHAT YOU'LL DELIVER

- Collaboration with your peers and the Store/General Manager to achieve company objectives, including the overall success of the business by maximising sales and profitability, providing leadership and development of team targets
- Management of the day-to-day operation of the retail departments, keeping on top of administration processes and contributing to efficiency and cost management targets
- Accountability for the overall retail service delivery, merchandise activities, sales, stock management, cost management and productivity
- Effective recruitment, performance management and development activities within the departments, along with managing/creating rosters and ensuring team issues are dealt with promptly and in line with our values
- Develop marketing initiatives that excite our customers, and overseeing promotions and events through to completion
- Actively participate in Duty Management of the store, including responsibility for key holding
- Overall responsibility for all retail departments to ensure product is replenished as required, maintaining high merchandise presentation standards, and enabling a seamless experience for our customers
- Develop marketing initiatives that excite our customers and oversee promotions and events through to completion
- Help your direct team be awesome through activities such as coaching, training, performance management, recruitment, and workflow management
- A team culture focussed on delivering epic experiences for our customers that make their shopping journey simple, easy, and brilliant when it matters.
- An empowered team that can create moments of 'surprise' and 'delight' to make our customers feel valued, and ensuring they know we've got their back. You will be the escalation point for complex issues.
- Be happy to use your passion for home improvement, knowledge, and expertise to help our customers with all their project needs.
- Advice on products, queries, stock, merchandising, pricing, and promotions whenever needed
- Continuous improvement across all aspects of store operation
- Full awareness of your surroundings to ensure the safety and security of yourself, store product, your team, and the overall store, dealing with any suspicious characters or security concerns immediately
- Integrity in following and upholding all safety and store policies and procedures
- Compliance with all internal and external policies and procedures that govern the store's activities as they relate to your role, including Health & Safety guidelines and procedures.
- Any other duties or responsibilities that management feel are appropriate given your role and skills.

CORE CAPABILITIES YOU NEED	MINDSETS, HABITS AND BEHAVIOURS YOU NEED
<ul style="list-style-type: none"> • Excellence in customer service acting in the best interests of the company • Communicate with everyone effectively and carry out agreed solutions • Manage issues as they arise, escalating them as appropriate and maintaining open communication channels • Create and maintain professional, friendly working relationships, sharing information as needed • Ability to supervise and coach, building trust and respect within your team • Confidence to step up as required to take on management duties to ensure the store is effectively managed and maintained 	<ul style="list-style-type: none"> • Empower decision making, enabling your team to fly and do their best work. • Work collaboratively, both with your peers and senior management • Flexibility and adaptability • Be open to learning and look for ways to continuously improve. • Be customer obsessed, ensuring they take priority over other tasks and busy-ness. • Present yourself positively, through personal presentation and attitude. • A passion for safe work processes and behaviours.

TECHNICAL SKILLS YOU HAVE	YOUR ROLE SCOPE
<ul style="list-style-type: none"> • Strong retail management/operations experience • Leadership experience, with ability to energise team to excel and give of their best • Knowledge of relevant legislative governances i.e., Fair Trading Act, Consumers Guarantee Act etc., and act in accordance with them • Understanding of health, safety, and wellness, along with relevant practices within retail and how to keep our team mentally and physically safe, along with our customers. • IT competency 	<p>Number of direct reports: ???</p> <p>Budget ownership: ???</p>

HOW WE DO THINGS HERE AT MITRE 10	
<ul style="list-style-type: none"> • We live by our values in how we are with one another as one team and with our customers • We all play an active part in our health, safety & wellbeing obligations, following guidelines and procedures and always working in a safe way • We all know the guidelines we're working within to help us stay on track (policies and procedures) • We all muck in and help with whatever needs doing 	
<p>We thrive in an environment that is...</p> <p>Empowering & energising</p> <p>We trust people to do the right thing. Empowering decision making and autonomy means our people rise to challenges while loving what they do. We want to let people fly so they can do their best work.</p>	<p>We'll do the best work through our...</p> <p>Collaborative networks</p> <p>Thinking in departments and silos means we're missing out on all the great skills and insights from other team mates. You can do even better work by seeking out input and can create more value by drawing on the knowledge of others outside your patch.</p>
<p>We are courageous by being...</p> <p>Open to learning</p> <p>We're optimistic, fearless learners who love exploring possibilities. We learn from mistakes and look for ways to continuously improve. We know when to stop doing what doesn't serve us and boldly face into making changes, iterating as we go.</p>	<p>We are focused and driven so...</p> <p>Our customers win</p> <p>We're here for our customers. With a laser focus on delivering value, customer outcomes take priority over tasks and busy-ness. We make clear decisions at pace and deliver on promises we make to customers and each other.</p>