



POSITION DESCRIPTION

Your position title will be	Fulfilment Manager
You'll be supported by	Store Manager

HOW YOU'LL HELP INSPIRE KIWI TO LOVE WHERE THEY LIVE, WORK AND PLAY
<p>You will play a vital role in delivering an exceptional customer experience by ensuring products are consistently stocked, well-presented, and readily available on shelves throughout the store. This role is crucial in meeting operational goals, maintaining stock accuracy, and optimising productivity to support cost efficiency and minimise lead times. Through your strong leadership and management skills, you will empower and support your team to develop and follow effective stocking procedures and workplace standards. You will be equipped with the tools and resources needed to maximise stock integrity, ensure compliance with health and safety standards, and maintain a clean and organised retail environment. As Fulfilment Manager, you will oversee daily stock replenishment, shelf presentation, inventory accuracy, stock rotation, and coordination with the Inwards team to deliver a seamless shopping experience that keeps customers coming back.</p>

WHAT YOU'LL DELIVER

- **Lead People Leadership & Development** by fostering a high-performing, inclusive, and values-driven team culture through personal example. Conduct regular coaching sessions, performance reviews, and development planning to support individual and team growth. Identify training needs and provide mentoring and upskilling opportunities to enhance career progression. Manage conflict resolution and team dynamics with professionalism, empathy, and fairness. Promote wellbeing and engagement by conducting regular check-ins, recognising achievements, and offering ongoing support
- **Lead Stakeholder & Cross-Functional Collaboration** by building strong working relationships with key internal departments including Inventory, Delivery, People & Capability, and Store Operations. Collaborate effectively with external partners and vendors to ensure seamless fulfilment and customer delivery outcomes. Maintain clear and consistent communication with all stakeholders to align on priorities, timelines, and expectations. Represent the Fulfilment team confidently in leadership meetings and actively contribute to wider business initiatives.
- **Drive Continuous Improvement & Innovation** by proactively identifying opportunities to enhance fulfilment processes, systems, and the overall customer experience. Lead the planning and execution of trials and pilot projects for new technologies or workflows, ensuring thorough evaluation of outcomes. Foster a culture that embraces innovation and adaptability within the team, encouraging creative problem-solving and openness to change. Utilise data and insights to inform decision-making and consistently drive operational excellence.
- **Lead Risk Management & Compliance Oversight** by ensuring all fulfilment activities adhere to legal, safety, and company compliance standards. Maintain accurate and up-to-date documentation to support audit readiness across all fulfilment processes. Respond promptly to incidents, hazards, or breaches, escalating issues as necessary to safeguard the team and operations. Champion a safety-first culture by promoting strict adherence to Health & Safety protocols and embedding compliance as a core aspect of day-to-day work.
- **Drive 100% Learning Compliance** by ensuring all team members complete assigned e-learning modules to build essential skills, knowledge, and maintain workplace compliance. Monitor progress through LMS reports, automated reminders, and regular follow-ups. Foster a culture where employees take ownership of their development, seek support proactively, and apply learning to enhance performance.
- **Lead Health and Safety Reporting Compliance** by enforcing timely and accurate reporting of incidents, hazards, and near misses to maintain a safe workplace environment. Measure compliance via report submission rates within required deadlines, supported by robust reporting systems, safety audits, and supervisor feedback. Champion proactive identification and resolution of safety concerns, encouraging active participation in safety programmes and adherence to established protocols.
- **Ensure consistent Attendance and Punctuality** within the team to support operational efficiency and collaboration. Track attendance and punctuality using established systems and supervisor input. Hold team members accountable for adhering to scheduled shifts and communicating absences or delays promptly, setting expectations for reliability and professionalism.
- **Uphold Merchandising Standards** by overseeing the maintenance of clean, fully stocked, and well-organised product displays that meet or exceed store expectations and enhance customer experience. Conduct and support regular audits on ticketing, stock placement, and visual presentation. Empower employees to maintain their areas diligently, promptly address merchandising issues, and strictly follow visual merchandising guides.
- **Maintain accurate stock management under No Bins & Negatives policies** by ensuring correct binning of products and timely reporting of negative or missing stock issues. Implement daily checks and collaborate closely with Stock Integrity teams to review reporting accuracy and conduct zone inspections. Train and guide employees to follow stock movement procedures accurately, communicate discrepancies, and support clean, reliable inventory records.
- **Oversee the completion of 30/60/90 Day Reviews** to set new team members up for success through structured and timely check-ins. Ensure all milestone reviews for new hires are scheduled and completed within the onboarding period by utilising MS Forms on SharePoint and coordinating with People and Capability Teams via calendar appointments. Lead review conversations to provide constructive feedback, clarify expectations, and identify development needs. Ensure all outcomes and action plans are documented accurately in the MS Form. Support new team members' ongoing integration into the team culture and their role through consistent follow-ups, and facilitate their enrolment in the PGS system upon completion of 90 days to align future performance goals
- **Manage Staff Training & Sign-Off** to ensure all team members within the zone are properly trained, competent, and compliant with role-specific requirements and clearly defined department policies and procedures. Track training completion and sign-off rates across stores and departments, monitoring adherence through LMS dashboards, SharePoint repositories, audit checklists, and Store Manager feedback. Collaborate closely with Store and Department Leaders to develop, review, and communicate policies and procedures. Oversee both onboarding and refresher training, ensuring sign-offs meet operational standards and safety requirements. Identify any knowledge or performance gaps promptly and implement appropriate action plans and resources. Foster a culture of ownership and continuous improvement by supporting the team through coaching, mentoring, and aligning practice with policy.

- Oversee Performance Review Completion through PGS by ensuring all permanent team members receive meaningful, timely, and development-focused reviews that promote growth, recognition, and future planning. Track completion rates of annual performance reviews for all eligible full-time staff, utilising PGS reporting tools, calendar reminders, and HR audit processes to monitor progress and identify overdue reviews. Schedule and conduct reviews with care, allowing for thoughtful conversations and clear goal setting. Deliver honest and constructive feedback while recognising achievements. Ensure all reviews are accurately documented and submitted through the correct PGS channels. Follow up on agreed development actions to support ongoing team growth and success.
- Oversee Health, Safety & Wellbeing Compliance through Checkmate Reporting to maintain a safe and compliant environment. Ensure all required Checkmate checklists are completed accurately and promptly, with timely action taken on any rectification items. Track submission rates, inspection timeliness, and follow-up completion using Checkmate system reports. Conduct weekly and monthly reviews via the Checkmate dashboard, safety audits, and provide leadership oversight. Raise and discuss safety concerns regularly in leadership and Health and Safety meetings. Hold the team accountable for daily and weekly Forklift and WAV inspections, ensuring all are logged and compliant. Ensure completion of Daily Racking Checklists and immediate flagging of hazards. Oversee submission and actioning of Workplace Monthly Checklists and Children's Playground Checklists without delay. Promote prompt communication of hazards, diligent follow-through on rectifications, and escalation of unresolved issues to Store leadership. Lead by example to role-model compliance and embed a strong checklist culture as part of standard work practices.
- Manage Team Compliance & Certification Maintenance by ensuring all team members hold current and valid certifications, such as First Aid, Forklift, and MPI qualifications. Proactively track certification statuses and expiry dates using the IntelliHR system. Collaborate closely with the People & Capability team to coordinate timely course bookings and confirm attendance. Promote personal responsibility by encouraging team members to respond promptly to IntelliHR reminders. Integrate compliance obligations into induction and ongoing development processes to uphold safety standards and meet legal requirements.
- Champion Customer Obsession by keeping customers at the heart of every decision and action. Ensure exceptional service delivery and honour commitments consistently. Monitor customer satisfaction through Yoursay feedback and email communications, track response times, and drive continuous service improvements. Foster a customer-centric mindset by ensuring all team decisions consider customer impact and actively seek opportunities to enhance the customer experience.
- Promote an Honest and Fair Culture that empowers and energises the team through integrity, accountability, and encouragement. Lead by example in living the company values and fostering trust. Use peer feedback, compliance audits, and leadership assessments to monitor the team environment. Encourage ownership of roles, support colleagues, operate with transparency ('above the line'), and recognise outstanding performance by nominating team members for "Team Member of the Month" to celebrate their contributions.
- Drive a Strive for Excellence Mindset by encouraging continuous improvement in skills and work quality through curiosity, experimentation, and learning from setbacks. Monitor progress via LMS training reports, quality audits, and innovation tracking. Cultivate a learning culture by encouraging questions, iterative testing, and ownership of personal and professional growth. Support the team's adaptability and eagerness to learn.
- Build One Team through Collaborative Networks by strengthening teamwork and cooperation across functions. Proactively involve the right people and encourage knowledge sharing. Assess collaboration success via peer feedback, participation in team projects, and zone-wide initiatives. Use team engagement surveys, project tracking tools, and attendance records to monitor effectiveness. Encourage connection, co-creation of solutions, and positive contributions towards shared team goals.
- Active participation in Duty Management of the store and will oversee the store during these shifts, including the opening and closing the store, dealing with any customer complaints
- Perform any other duties or responsibilities as assigned by your manager, appropriate to your role and skillset.

CORE CAPABILITIES YOU NEED	MINDSETS, HABITS AND BEHAVIOURS YOU NEED
<ul style="list-style-type: none"> • Operational Leadership: Lead daily fulfilment operations with a hands-on approach, ensuring efficient stock replenishment, shelf presentation, and inventory accuracy across the store. • Customer-Centric Mindset: Champion a seamless customer experience by ensuring shelves are consistently stocked, products are easy to find, and service is prompt and friendly. • Inventory & Stock Integrity: Maintain accurate stock records through proactive monitoring, timely reporting of discrepancies, and coordination with the Inwards team to support DIFOT and SIFOT targets. • Technology Proficiency: Confidently use fulfilment systems, inventory platforms, and reporting tools to manage workflows, track performance, and support decision-making. • Team Leadership & Development: Inspire and guide a high-performing team through coaching, mentoring, and clear communication. Foster a culture of accountability, ownership, and continuous improvement. • Health & Safety Compliance: Role-model safe work practices and ensure team adherence to all Health & Safety policies, including daily checklists and hazard reporting. • Problem Solving & Decision-Making: Respond calmly and effectively to operational challenges, using data and sound judgement to make timely decisions under pressure. • Cross-Functional Collaboration: Build strong relationships with Store Operations, People & Capability, and other key stakeholders to align fulfilment activities with broader business goals. • Process Improvement: Identify opportunities to streamline fulfilment processes, reduce lead times, and improve productivity while maintaining high standards of quality and compliance. • Communication & Engagement: Communicate clearly and consistently with team members and leadership, ensuring alignment on priorities, expectations, and performance outcomes. 	<p>Customer-First Mindset</p> <ul style="list-style-type: none"> • Always think about how your decisions and actions impact the customer experience. • Prioritise availability, accuracy, and presentation to make shopping seamless and satisfying. <p>Ownership & Accountability</p> <ul style="list-style-type: none"> • Take full responsibility for outcomes — from stock integrity to team performance. • Lead with initiative, follow through on commitments, and hold yourself and others to high standards. <p>Continuous Improvement</p> <ul style="list-style-type: none"> • Be curious, open to feedback, and hungry to refine processes. • See challenges as opportunities to innovate, streamline, and elevate performance. <p>Agility & Resilience</p> <ul style="list-style-type: none"> • Stay calm and focused under pressure, especially during peak trading or unexpected disruptions. • Adapt quickly to change and help your team stay flexible and solution-oriented. <p>Collaboration & Connection</p> <ul style="list-style-type: none"> • Build strong relationships across departments — from Inwards to Store Operations to People & Capability. • Share knowledge, co-create solutions, and contribute positively to team culture. <p>Safety & Compliance Focus</p> <ul style="list-style-type: none"> • Embed safety and compliance into everyday thinking. • Role-model best practice and ensure your team understands the “why” behind every checklist and policy. <p>Growth & Development</p> <ul style="list-style-type: none"> • Invest in your team’s growth and your own. • Encourage learning, coach with purpose, and create space for others to thrive.

TECHNICAL SKILLS YOU HAVE	YOUR ROLE SCOPE
<ul style="list-style-type: none"> • Proven expertise in managing a customer service department. • Data accuracy and speed of communication • Strong data analytics (Excel, systems) and problem-solving skill • Knowledge or interest to learn about all the products within your assigned department, and know their features and benefits • 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. • Comfort using computer and mobile devices • Strong communication, interpersonal, and organizational skills • Strong influencing skills and ability to build relationships across multiple layers in the organization 	<p>Number of direct reports: 4 Approx.</p>

ACKNOWLEDGMENT:	
<p>I, _____, acknowledge that I have read, considered, had an opportunity to clarify my understanding and agreed to the role responsibilities, as outlined in this Position Description.</p>	
<p>Team Member Signature: _____</p>	<p>Date: _____</p>

HOW WE DO THINGS HERE AT MITRE 10

- We live by our values and mindsets 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



**Customer
obsessed**



**One
team**



**Honest
and fair**



**Strive for
excellence**

We thrive in an environment that is...

Empowering & energising

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.

We'll do the best work through our...

Collaborative networks

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.

We are courageous by being...

Open to learning

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.

We are focused and driven so...

Our customers win

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.