

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

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

You'll be focused on empowering our team to provide excellent customer service, ensuring our Trade 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, with accountability for the Trade Operations and Drive Thru area to ensure we optimise the overall Trade business, maximising sales and profitability.

WHAT YOU'LL DELIVER

- Collaboration with your peers and the Store/General Manager to achieve company objectives, including the overall success of the Trade business by maximising sales and profitability, providing leadership and development of team targets.
- Accountability for increasing share of wallet, profitability and driving sustainable growth of Trade business with high volume levels.
- Accountability for the overall Trade service delivery, merchandise activities, sales, stock management, cost management and productivity enabling a seamless experience for our customers.
- Management of the day-to-day operation of the Trade departments, keeping on top of administration processes and contributing to efficiency and cost management targets.
- Sales revenue targets and strategies to grow the Trade business while ensuring customer satisfaction.
- Develop business development strategies to grow the Trade business, developing sales and growth targets/objectives for Account Managers.
- Excellent relationships with key customers/clients and reports on significant market/product issues.
- Develop marketing initiatives that excite our customers and oversee promotions and events through to completion.
- 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
- Help your team be awesome through activities such as coaching, training, performance management, recruitment, and workflow management.
- Develop a team culture focussed on delivering epic experiences for our customers that make their shopping journey simple, easy, and brilliant when it matters.
- Create an empowered team that can provide moments of 'surprise' and 'delight' to make our customers feel valued, ensuring they know we've got their back. You will be the escalation point for complex issues.
- Contribute to continuous improvement across all aspects of store operation.
- Maintain 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.
- Active participation in Duty Management of the store, including responsibility for key holding.
- Any other duties or responsibilities the Store Manager feels 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 additional 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 Trade management/operations experience – experience within with building/timber industry • Key account management and development skills, along with strong negotiation skills • Understanding of QS and ability to read building plans • 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

- 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



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.