

Your position title will be	<b>Retail Manager</b>
Reporting to	Store Management

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

You'll be focused on Supporting the Store Manager in coaching and empowering your team to deliver excellence across the store. You will help create an environment that seeks maximum performance from all team members and achieves store business objectives, with the customer at the centre of everything you do.

## WHAT YOU'LL DELIVER

- Creating epic customer service experience by ensuring team members and Leaders are cross-trained trained and these skills are utilising within the Zones.
- You are to support the store Manager, to run the store in a professional manner, meeting the overall goals of the store.
- Ensuring intelliHR system is utilised for PGS (perform, Grow Succeed), Completing 1:1 check-in 6 monthly, goal setting etc for Leaders.
- Support Store Manager to achieve all Scorecard (CX reviews) measures to insure store incentive payments.
- Active participation in Duty Management of the store and will oversee the store during these shifts, including the opening and closing of the store, dealing with any customer complaints
- You will assist with the delivery of the wage budget for the store and will be supported by store Management to help achieve this
- Development and implementation of strategies that achieve sales targets through effective management of the store team, financial controls, operating standards, and marketing.
- Accountability for all aspects of store operations, providing leadership to the entire team (Trade, Retail, Inventory etc).
- Develop marketing initiatives that excite our customers and oversee promotions and events through to completion.
- Management of the development and implementation of operating plans, sales, and budgetary processes throughout the store to meet or exceed agreed profit contribution.
- Monitor the entire store's performance against financial and non-financial measures, ensuring efficient and effective cost management against targets (e.g. sales, margins, expenses and profits).
- Communicate the store's strategy or business plan, ensuring a clear understanding across the store, and generally ensure ongoing, effective communication is in place.
- Be aware of what our competitors are doing and look for opportunities to strengthen our market share.
- Ensure effective HR, recruitment and succession/development activities are maintained within the store, fostering a strong culture of high performance, with the support of the Group People and capability team.
- Help your direct reports be awesome through activities such as coaching, training, performance management, recruitment, and workflow management. Achieve and maintain a site staff engagement result of 65% or greater.
- Full awareness of your surroundings to ensure the safety and security of yourself, store product, and your team, taking action to eliminate or mitigate any risks.
- Integrity in following 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, procedures, and store policies.
- Any other duties or responsibilities that the Store Manager feel are appropriate given your role and skills.

CORE CAPABILITIES YOU NEED	MINDSETS, HABITS AND BEHAVIOURS YOU NEED
<ul style="list-style-type: none"> <li>• Excellence in customer service acting in the best interests of the company.</li> <li>• Excellence rostering skills</li> <li>• Excellent communication skills</li> <li>• Performance management abilities</li> <li>• Being about to bring Mitre 10s core values to life.</li> <li>• Be solution driven.</li> <li>• Recruitment skills</li> <li>• Financial acumen</li> <li>• Budget management</li> <li>• Inventory control</li> <li>• Competent Management background</li> <li>• <b>Team Succession and skills to execute developments plans</b></li> <li>• To have a complete understanding and awareness of margin erosion and what actions to take to minimise losses.</li> <li>• Know where we sit with operational and sales budgets and can provide direction on remedial action to address any issues.</li> <li>• Ability to build an engaged team.</li> <li>• Create and maintain professional, friendly working relationships, sharing information as needed.</li> <li>• Ability to manage &amp; coach, building trust &amp; respect within your team.</li> <li>• Communicate with everyone effectively and carry out agreed solutions</li> <li>• Manage issues as they arise, escalating them as appropriate and maintaining open communication channels.</li> </ul>	<ul style="list-style-type: none"> <li>• Empower decision-making, enabling your team to fly and do their best work.</li> <li>• Work collaboratively, both within the management team and across the store.</li> <li>• Flexibility and adaptability</li> <li>• Be open to learning and look for ways to continuously improve.</li> <li>• Be customer-obsessed, ensuring they take priority over other tasks and busy-ness.</li> <li>• Present yourself positively, through personal presentation and attitude.</li> <li>• A passion for safe work processes and behaviours.</li> </ul>

TECHNICAL SKILLS YOU HAVE	YOUR ROLE SCOPE
<ul style="list-style-type: none"> <li>• Proven expertise in “big box” retail &amp; Trade management.</li> <li>• Commercial acumen and awareness.</li> <li>• Leadership experience, with ability to energise team to excel and give their best.</li> <li>• Excellent understanding of retail financial drivers.</li> <li>• Outstanding organisational and problem-solving skills.</li> <li>• Ability to take the team through a change journey.</li> <li>• Knowledge of relevant legislative governances i.e., Fair Trading Act, Consumers Guarantee Act etc., and act in accordance with them.</li> <li>• 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.</li> </ul>	<p>Number of direct reports: Approx 3</p>

- 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



**Customer obsessed**



**One team**



**Honest and fair**



**Strive for excellence**

<p>We thrive in an environment that is... <b>Empowering &amp; energising</b></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... <b>Collaborative networks</b></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... <b>Open to learning</b></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... <b>Our customers win</b></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>

**ACKNOWLEDGMENT:**

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.

Team Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_