

Job Description: Mitre 10 MEGA

Position Description: Store Manager	Location: Mitre 10 MEGA Albany, New Lynn, Warkworth and Silverdale
Reports to: Chief Retail Operations Officer	Indirect Line Report: Chief Commercial Officer
Direct Reports: 4 (varies by store)	Indirect Reports: 60–150 (varies by store and SKU volume)
Summary	The Store Manager leads the day-to-day performance of one of Riviera Hardware Holdings Ltd.'s Mitre 10 MEGA stores. This role is responsible for driving business results, developing high-performing teams, and executing operational excellence across all store functions. With accountability for people leadership, customer experience, retail execution, and commercial performance, the Store Manager aligns day-to-day operations with Riviera Hardware Holdings Ltd.'s strategic pillars — Destination of Choice, Partner of Choice, Employer of Choice — and role models the Mitre 10 values of Striving for Excellence, One Team, Customer Obsessed, and Honest and Fair.
Key Responsibilities	Leadership & Culture - Lead a values-driven culture that reflects the Mitre 10 Values and The Mitre 10 Way of Working - Provide clear direction, accountability, and coaching to Managers and Leaders - Build a positive, high-performance environment that supports team engagement and wellbeing - Champion the Mitre 10 4Cs of Leadership and drive consistent leadership standards across the store Customer Experience & Market Position - Deliver exceptional in-store service and consistently uphold Mitre 10 service standards - Drive customer satisfaction outcomes including NPS and other survey measures - Actively monitor customer insights, feedback, VOC, and local market trends - Strengthen market position by responding to competitor activity and community needs Operational Excellence - Ensure high standards of retail execution across merchandising, planograms, stock presentation, and promotional activity - Maintain high levels of stock integrity and operational accuracy across all store processes - Execute national and local promotional set-ups in line with marketing calendars and store plans - Deliver strong operational standards across Trade, Retail, Click & Collect, and Online Fulfilment - Utilise Power BI and data insights to identify inventory opportunities, improve stock flow, and support sales outcomes - Work closely with the Purchasing and Inventory teams to ensure stock availability supports promotional and everyday execution Trade Performance - Support a strong Trade service model through efficient yard operations and service delivery - Ensure Trade orders are picked accurately and delivered in full and on time (DIFOT) - Monitor Trade service KPIs and respond proactively to any gaps Commercial & Financial Management - Manage sales, margin, wage budgets, and expense controls to deliver strong commercial outcomes

	- Analyse trading performance to identify risks and opportunities, with a focus on driving growth and market share - Reduce aged stock, improve stock turns, and minimise shrinkage through proactive intervention - Partner with Merchandise, Inventory, and Commercial teams to optimise stock availability and range performance People & Capability Development - Recruit, onboard, coach, and develop leaders across all store functions - Deliver ongoing training and capability development, ensuring skill gaps are identified and addressed - Conduct regular performance conversations, reviews, and succession planning - Support team engagement, wellbeing, retention, and recognition initiatives Health, Safety & Wellbeing - Lead a visible safety culture that prioritises safe behaviours and wellbeing - Ensure proactive compliance with all Health & Safety policies, procedures, and obligations - Oversee incident management, reporting, and return-to-work processes Compliance & Brand Standards - Uphold Mitre 10 NZ brand standards, operational policies, and store presentation expectations - Ensure compliance with all relevant New Zealand legislation (CGA, HSW Act, Fair Trading Act) - Support Store Reviews, audits, and adherence to operational standards Strategic Collaboration - Work closely with the CROO and CCO on group initiatives, retail strategy, and continuous improvement - Provide store-level insights to inform group priorities and commercial decision-making - Partner with shared services teams to ensure store needs, insights, and opportunities inform innovation, efficiency initiatives, and customer experience improvements.
Skills and Competencies	- Leadership & People Development — inspires, coaches, develops, and holds leaders accountable while building strong team capability and succession - Strategic & Commercial Acumen — connects daily operations to broader strategy and understands key commercial levers (sales, margin, stock, KPIs, P&L) - Customer & Service Focus — champions exceptional service delivery and ensures consistent in-store experience - Operational Excellence — confident in retail execution, merchandising, planograms, promotions, and maintaining high store standards - Communication, Influence & Collaboration — engages confidently across all levels and works effectively with cross-functional and group teams - Change & Safety Leadership — leads transformation, fosters resilience, drives safe behaviours, and models visible safety leadership - Data-Driven Decision-Making — interprets reports, insights, and BI dashboards to improve outcomes and support trading performance - Organisational Discipline & Problem-Solving — strong planning, follow-through, judgment, and ability to resolve issues under pressure

Qualifications and Experience

- Tertiary qualification in Business, Retail, Management, or Leadership (desirable)
- 10+ years' retail experience, ideally in large-format or high-SKU environments
- Minimum 5 years in senior leadership or management roles, including responsibility for large teams (60–150 indirect reports)
- Proven success delivering strong commercial outcomes across sales, margin, stock, and customer experience KPIs
- Strong background in both trade and retail service models, including Click & Collect and Online Fulfilment
- Demonstrated capability in recruiting, coaching, developing leaders, and building high-performing teams
- Experience leading H&S programmes, risk management, incident response, and compliance with NZ retail legislation
- Familiarity with competitive retail environments and analysis of market trends

Performance Framework & Acknowledgement

Performance outcomes for this role are measured against RHHL's KPA framework — Sales & Profit, Customer Engagement, Operational Excellence, and Personal Engagement with Values — and are reviewed annually through the PDR process.

This job description reflects the core responsibilities of the role but is not intended to cover every task you may be asked to complete. As we grow and evolve, we may ask you to take on other tasks that support the success of the team and the wider business. The company reserves the right to amend the job description, in consultation with you, as business needs changes.

I acknowledge that I have read and understood the responsibilities and expectations of this position.

Full Name

Signature

Date