

POSITION PROFILE – OPERATIONAL LEADERSHIP ROLE

Position Title:	Assistant Store Manager
Function / Department:	Target Country
Position the role reports to:	Store Manager
Purpose / Direction / Mission for this team: To maximise sales & profit through the management of resources in prescribed departments in a Target Country store.	
Primary function of the position: To support the Store Manager by ensuring that customer and business expectations are met and exceeded within the business strategy and performance targets	
Major Responsibilities	Measures
<p><u>Maximise Sales Growth</u></p> <ul style="list-style-type: none"> • By ensuring Presentation, POS & Housekeeping standards are maintained • Identifying stock issues and opportunities • Executing planned Advertising and Promotions <p><u>Cost Management</u></p> <ul style="list-style-type: none"> • Managing Controllable expenses • Reporting exceptions to budgeted guidelines of fixed and financial overheads <p><u>Budgets and Finance</u></p> <ul style="list-style-type: none"> • Achieving store budgets ▪ Analysing financial performance <p><u>Manage Loss Prevention</u></p> <ul style="list-style-type: none"> • Minimising Shrinkage • Implementing security procedures <p><u>Manage People & Promote Team Work</u></p> <ul style="list-style-type: none"> • Role model the behaviors and work standards we expect of Team Members • Consistent & effective communication with Store Manager • Performance management of store team • Controlling Employee Relations issues • Ensuring Recruitment standards are applied • Ensuring the store team is developed & trained <p><u>Store Presentation</u></p> <ul style="list-style-type: none"> • Implement Seasonal Merchandise Guides, PI's & Planograms inc. ticketing • Maintaining Housekeeping Standards <p><u>Inventory Control</u></p> <ul style="list-style-type: none"> • Applying & monitoring merchandise movement processes • Ensuring an accurate Stocktake <p><u>Customer Service</u></p> <ul style="list-style-type: none"> • Ensure delivery of effective/prompt service to internal/external customers <p><u>Safety</u></p> <ul style="list-style-type: none"> • Accountable for a safe site for everyone, everyday by implementing & evaluating safe work practices, improving safety performance and celebrating safety achievements <ul style="list-style-type: none"> • Reported and identified hazards are actioned • Participate in the Safety Evaluation program • Develop and implement Safety Evaluation action plans <p><u>Compliance</u></p> <ul style="list-style-type: none"> • Accountable for personal/team compliance with internal company policies, procedures & codes, eg, Code of Conduct, & all applicable external laws, regulations, standards and industry codes, eg Fair Trading laws <ul style="list-style-type: none"> • Commitment to & participation in the Coles Group &/ or relevant Brand/Retail Support Compliance Program • Integrate compliance requirements into business practices • Management of compliance incidents • Integrate compliance into staff performance appraisals • Commitment to, and development of, staff training and awareness of compliance requirements 	<ul style="list-style-type: none"> • Sales Growth achieved • Store Expenses within or below budget • Shrinkage at or below budget • Store Team Member Climate Survey Results • 100% reported or identified hazards actioned • 1 Self Evaluation every 6 months, Formal Evaluation score as reflected in company objective <i>Self Assessment Score TBD</i> • 100% Evaluation action items implemented • Personally complies • Lead by example & display active commitment to compliance (eg, <i>show initiative with respect to compliance issues</i>) • Reinforces importance of compliance to team • Resolves/ manages/reports compliance incidents • Ensures all relevant compliance obligations are adequately incorporated into day to day business procedures • Ensures staff receive adequate training in internal and external compliance responsibilities as they impact on their role

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Behavioural Competencies	<ul style="list-style-type: none"> • Building Working Relationships <ul style="list-style-type: none"> – developing and using collaborative relationships to facilitate the accomplishment of work goals • Building Customer Loyalty <ul style="list-style-type: none"> – effectively meeting customer needs – building productive customer relationships – taking responsibility for customer satisfaction and loyalty • Work Standards <ul style="list-style-type: none"> – setting high standards of performance for self and others – assuming responsibility and accountability for successfully completing assignments or tasks – self imposing standards of excellence rather than having standards imposed • Facilitating Change <ul style="list-style-type: none"> – generating innovative solutions to work situations – trying different and novel ways to deal with work problems and opportunities – challenges the status quo • Inspiring Others <ul style="list-style-type: none"> – using interpersonal styles and methods that inspire and guide individuals toward higher levels of performance – modifying behaviour to accommodate tasks, situations and individuals involved • Aligning Performance for Success <ul style="list-style-type: none"> – attracting, developing and retaining talented individuals – focusing and guiding others in accomplishing work objectives to maximise organisation's and individuals effectiveness • Operational Decision Making <ul style="list-style-type: none"> – identifying and understanding issues, problems and opportunities – comparing data from different sources to draw conclusions – using effective approaches for choosing a course of action or developing appropriate solutions – taking action that is consistent with available facts, constraints, and probable consequences
Technical Knowledge & Position Specific Skills	<ul style="list-style-type: none"> • Proven track record of sales and profit achievement essential • Retail stores experience in mass merchandising essential • Competence in all aspects of store operations inc, HR, Administration & Inventory Control • Appropriate post secondary qualification an advantage • High degree of communications skills with all levels within the Organisation
Personal Attributes	<ul style="list-style-type: none"> • Flexible and adaptable to the needs of the customer base • Self motivated and competitively aware • Self promoting within the community and prepared to take a lead role where applicable • Willingness and ability to learn
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