

## POSITION PROFILE – OPERATIONAL LEADERSHIP ROLE

<b>Position Title:</b>	Stores Business Manager
<b>Function / Department:</b>	Target
<b>Position the role reports to:</b>	Store/Merchandise Manager - determined by store profile
<b>Purpose / Direction / Mission for this team:</b> To maximise sales and profit through the effective use of all resources in the store.	
<b>Primary function of the position:</b> To manage designated store department(s) to ensure that customer and business expectations are met & exceeded in line within the regional strategy and performance targets	
Major Responsibilities	Measures
<p><u>Maximise Departmental Sales Growth</u></p> <ul style="list-style-type: none"> <li>• Ensure Presentation, POS &amp; Housekeeping standards are implemented</li> <li>• Identify and action stock issues and opportunities</li> <li>• Implement planned Advertising and Promotions</li> <li>• Maximise profit by minimising markdowns</li> </ul> <p><u>Store Presentation</u></p> <ul style="list-style-type: none"> <li>• Implement Seasonal Merchandise Guides, PI's &amp; Planograms inc. ticketing</li> <li>• Display Point of Sale materials on Sales Floor &amp; maintain POS Reserve</li> <li>• Maintain SPL Standards on the Sales Floor</li> <li>• Maintain Housekeeping Standards</li> </ul> <p><u>Inventory Control</u></p> <ul style="list-style-type: none"> <li>• Apply &amp; monitor merchandise movement processes</li> <li>• Manage Soiled and Damaged inventory on the sales floor</li> <li>• Contribute to and support an accurate Stocktake</li> </ul> <p><u>Achieve Store Budgets</u></p> <ul style="list-style-type: none"> <li>• Contribute to achievement of predetermined sales budgets</li> <li>▪ Analyse sales performance at departmental level</li> <li>▪ Maximise productivity gains from effective workforce planning</li> </ul> <p><u>Manage Asset Protection</u></p> <ul style="list-style-type: none"> <li>• Minimise Shrinkage</li> <li>• Implement security procedures</li> </ul> <p><u>Manage people &amp; promote team work</u></p> <ul style="list-style-type: none"> <li>• Role Model the behaviors and work standards we expect of our Team Members</li> <li>• Performance manage their departmental team</li> <li>• Ensure the departmental team is developed &amp; trained</li> <li>• Contribute to the career growth of high potential employees</li> </ul> <p><u>Customer Service</u></p> <ul style="list-style-type: none"> <li>• Ensure delivery of effective &amp; prompt service to internal/external customers</li> <li>• Manage Fitting Rooms (Ladies wear Business Manager)</li> </ul> <p><u>Health &amp; Safety</u></p> <ul style="list-style-type: none"> <li>• Accountable for a safe site for everyone, everyday by implementing and evaluating safe work practices, improving safety performance and celebrating safety achievements <ul style="list-style-type: none"> <li>• Reported and identified hazards are actioned</li> <li>• Participate in the Safety Evaluation program</li> </ul> </li> <li>• Develop and implement Safety Evaluation action plans</li> </ul> <p><u>Compliance</u></p> <ul style="list-style-type: none"> <li>• Accountable for personal and team compliance with internal company policies, procedures and codes, for example, Code of Conduct, and all applicable external laws, regulations, standards and industry codes, for example, Fair Trading laws <ul style="list-style-type: none"> <li>• Commit to &amp; participate in the Coles Group and/or Brand Compliance Program</li> <li>• Integrate compliance into business practices</li> <li>• Manage of compliance incidents</li> <li>• Integrate compliance requirements into team performance appraisals</li> </ul> </li> <li>• Commit to &amp; develop Team training/awareness of compliance requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Departmental Sales Growth maximised</li> </ul> <ul style="list-style-type: none"> <li>• Store and District Manager feedback</li> <li>• Accurate display of POS material</li> <li>• Daily Review and compliance maximised</li> <li>• Support provided to Merchandise Manager</li> </ul> <ul style="list-style-type: none"> <li>• Maximise Gross profit by item</li> </ul> <ul style="list-style-type: none"> <li>• Store Expenses controlled within guidelines</li> </ul> <ul style="list-style-type: none"> <li>• Shrinkage controls in place</li> </ul> <ul style="list-style-type: none"> <li>• Store Team Member Climate Survey results</li> </ul> <ul style="list-style-type: none"> <li>• Customer feedback – formal/informal</li> <li>• Area tidy, accessible, safe and clean</li> </ul> <ul style="list-style-type: none"> <li>• Health and Safety performance eg LTIFR</li> <li>• 100% of reported/identified hazards actioned</li> <li>• Formal Evaluation score as reflected in company objective.</li> <li>• Self Assessment Score TBD</li> <li>• 100% Evaluation action items implemented</li> </ul> <ul style="list-style-type: none"> <li>• Personally comply</li> <li>• Lead by example &amp; display active commitment to compliance (eg, <i>show initiative</i>)</li> <li>• Reinforce importance of compliance to team</li> <li>• Resolve/manage/report compliance incidents</li> <li>• Ensure all relevant compliance obligations are adequately incorporated into day to day business procedures</li> <li>• Ensure team receives adequate training in internal &amp; external compliance responsibilities as they impact on their role</li> </ul>

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<b>Behavioural Competencies</b>	<ul style="list-style-type: none"> <li>• <b>Building Working Relationships</b> <ul style="list-style-type: none"> <li>– developing and using collaborative relationships to facilitate the accomplishment of work goals</li> </ul> </li> <li>• <b>Building Customer Loyalty</b> <ul style="list-style-type: none"> <li>– effectively meeting customer needs</li> <li>– building productive customer relationships</li> <li>– taking responsibility for customer satisfaction and loyalty</li> </ul> </li> <li>• <b>Work Standards</b> <ul style="list-style-type: none"> <li>– setting high standards of performance for self and others</li> <li>– assuming responsibility and accountability for successfully completing assignments or tasks</li> <li>– self imposing standards of excellence rather than having standards imposed</li> </ul> </li> <li>• <b>Facilitating Change</b> <ul style="list-style-type: none"> <li>– generating innovative solutions to work situations</li> <li>– trying different and novel ways to deal with work problems and opportunities</li> <li>– challenges the status quo</li> </ul> </li> <li>• <b>Inspiring Others</b> <ul style="list-style-type: none"> <li>– using interpersonal styles and methods that inspire and guide individuals toward higher levels of performance</li> <li>– modifying behaviour to accommodate tasks, situations and individuals involved</li> </ul> </li> <li>• <b>Aligning Performance for Success</b> <ul style="list-style-type: none"> <li>– attracting, developing and retaining talented individuals</li> <li>– focusing and guiding others in accomplishing work objectives to maximise organisation's and individuals effectiveness</li> </ul> </li> <li>• <b>Operational Decision Making</b> <ul style="list-style-type: none"> <li>– identifying and understanding issues, problems and opportunities</li> <li>– comparing data from different sources to draw conclusions</li> <li>– using effective approaches for choosing a course of action or developing appropriate solutions</li> <li>– taking action that is consistent with available facts, constraints, and probable consequences</li> </ul> </li> </ul>
<b>Technical Knowledge &amp; Position Specific Skills</b>	<ul style="list-style-type: none"> <li>• Retail stores experience in apparel &amp; hardgoods highly desirable</li> <li>• Competence in staff supervision &amp; inventory flow essential</li> <li>• Appropriate post secondary qualification an advantage</li> <li>• Computer literacy</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Achievement focused</li> <li>• Highly motivated</li> <li>• Confident and outgoing personality</li> </ul>
<b>Position Profile Written By:</b>	Jeff Wapling
<b>Position Profile Approved By:</b>	Joe Pahor
<b>Version/Date</b>	Version 4 / 1 May 2007