

POSITION PROFILE – OPERATIONAL LEADERSHIP ROLE

Position Title:	Store Merchandise Manager
Function / Department:	Target
Position the role reports to:	Store Manager
Purpose / Direction / Mission for this team: To maximise sales and profit through the management of resources in a Target Store	
Primary function of the position: To manage designated store departments to ensure 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"> • Maintain Presentation, POS & Housekeeping standards • Identify stock issues and opportunities • Execute planned Advertising and Promotions <p><u>Contribute to Cost Management</u></p> <ul style="list-style-type: none"> • Positive input to managing Controllable expenses • Report exceptions to budgeted guidelines of fixed and financial overheads <p><u>Budgets and Finance</u></p> <ul style="list-style-type: none"> • Achieve store budgets ▪ Analyse financial performance <p><u>Manage Asset Protection</u></p> <ul style="list-style-type: none"> • Minimise Shrinkage • Implement security procedures <p><u>Manage People & Promote Team Work</u></p> <ul style="list-style-type: none"> • Role model the behaviors & work standards we expect of our Team Members • Performance management of store team • Control Employee Relations issues • Ensure Recruitment standards are applied • Ensure 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 • Maintain SPL Standards on Sales Floor • Plan and execute Point of Sale materials on Sales Floor & manage POS reserve • Maintaining Housekeeping Standards <p><u>Inventory Control</u></p> <ul style="list-style-type: none"> • Apply & monitor merchandise movement processes • Manage Soiled and Damaged inventory on the sales floor • Ensure an accurate Stocktake <p><u>Customer Service</u></p> <ul style="list-style-type: none"> • Deliver effective/prompt service to internal/external customers • Manage Fitting Rooms (Ladieswear Merchandise Mgr) <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 <ul style="list-style-type: none"> • Commit to & participate in the Coles Group &/ or relevant Brand Compliance Program • Integrate compliance into business practices • Manage of compliance incidents • Integrate compliance requirements into team performance appraisals • Commit to & develop team training/awareness of compliance 	<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 • Store and District Manager feedback • Daily review and compliance maximised • Accurate and timely display of POS material • Weekly/monthly compliance check actioned • Maximise gross profit by item • Timing and results • Formal/informal feedback • Area tidy, accessible, safe and clean • Action 100% of reported or identified hazards • 1 Self Evaluation every 6 months, Formal Evaluation score as reflected in company objective. Self Assessment Score TBD • 100% Evaluation action items implemented • Personally comply • Lead by example & display active compliance commitment (eg, show initiative) • Reinforce importance of compliance to team • Resolve/ manage/report compliance incidents • Ensure all relevant compliance obligations are adequately incorporated into day to day business procedures • Ensure team receive adequate training in internal & 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
Personal Attributes	<ul style="list-style-type: none"> • Achievement focused • Highly motivated • Fashion and trend conscious • Strong team orientation • Change manager and motivator
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Position Profile Approved By:	Joe Pahor
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