

POSITION PROFILE – OPERATIONAL LEADERSHIP ROLE

| Position Title: | Operations Manager |
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| Function / Department: | Target Stores Division |
| Position the role reports to: | Store Manager |
| Purpose / Direction / Mission for this team: To maximise sales and profit through the effective use of all resources in the store. | |
| Primary function of the position: To manage the Human Resource & Administrative operations within the store, through the provision of advice & service to employees & management | |
| Major Responsibilities | Measures |
| <p><u>Manage the Recruitment Process</u></p> <ul style="list-style-type: none"> Co-ordinate Recruitment/Selection and Terminations <p><u>HR Planning and Administration</u></p> <ul style="list-style-type: none"> Team planning/Rostering/Team Member records Succession/Relief Plans Supervise in-store Payroll function <p><u>Store Employee Relations</u></p> <ul style="list-style-type: none"> Apply Enterprise Bargaining Agreement Support conflict resolution <p><u>Equal Opportunity and Diversity</u></p> <ul style="list-style-type: none"> Equal Opportunity Advisor <p><u>Manage and Develop people</u></p> <ul style="list-style-type: none"> Initiate & monitor Inductions Co-ordinate store training Coach & mentor <p><u>Lead a Team</u></p> <ul style="list-style-type: none"> Role model Values & behaviours expected of our Team Members <p><u>Manage Customer Service Operations</u></p> <p><u>Cash Office</u></p> <p><u>Asset Protection</u></p> <ul style="list-style-type: none"> Including alarm system & security <p><u>Inventory Management</u></p> <ul style="list-style-type: none"> Stock Movement (Inventory Adjustments & Transfers) Stock Integrity Stocktake Co-ordination <p><u>Merchandise Repairs & Returns</u></p> <ul style="list-style-type: none"> Repair & Maintenance contracts <p><u>Systems & Technology</u></p> <ul style="list-style-type: none"> Co-ordinate In-store Systems & Processes <p><u>Achieve Financial Targets</u></p> <ul style="list-style-type: none"> Manage Expenses inc Store Consumables Co-ordinate in store Auditing <p><u>Manage Health and Safety</u></p> <ul style="list-style-type: none"> Accountable for a safe site for everyone, everyday by implementing and evaluating safe work practices, improving safety performance and celebrating safety achievements 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 & industry codes, eg, Fair Trading laws Commitment to and participation in the Coles Group and/ or relevant Brand/ Retail Support Compliance Program Integrate compliance requirements into business practices Management of compliance incidents Integrate compliance into Team performance appraisals Commitment to, and development of, staff training and awareness of compliance requirements | <ul style="list-style-type: none"> Maximise store recruitment Relief & Succession planning documented Team Member Climate Survey Results Operation Performance report Rostered audit file maintained Controllable Shrinkage at or below budget Accurate & timely Stocktake Timing & Completion Controllable Store Expenses within or below budget 100% of reported or identified hazards are 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 Leads by example and displays an active commitment to compliance Reinforces the importance of compliance to the team Resolves/manages/reports compliance incidents Ensure all relevant compliance obligations are adequately incorporated in day to day business procedures Ensure Team receives training in internal/external compliance responsibilities as it impacts 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"> • Retail stores experience essential with focus on HR/Administration • Certificate 3 – Retail Operations – highly desirable • Competence and time in Business Manager role a distinct advantage • Appropriate post secondary qualification an advantage • Computer literacy and technical orientation • Strong communication skills • Skilled problem solver |
| Personal Attributes | <ul style="list-style-type: none"> • Highly organized • Flexibility and able to manage/implement change • Technical ability • Approachable • Lateral thinker |
| Position Profile Written By: | Jeff Wapling |
| Position Profile Approved By: | Joe Pahor |
| Version/Date | Version 5 / 8 October 2007 |