

Assistant Store Manager – Target Country

<u>Function / Department:</u>	Target Country
<u>Position reports to:</u>	Store Manager
<u>Team's Purpose:</u>	To maximise sales and profit through the management of resources in prescribed departments in a Target Country store.
<u>Primary Role Responsibility:</u>	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
Maximise Sales Growth	
<ul style="list-style-type: none"> By ensuring Presentation, POS & Housekeeping standards are maintained Identifying stock issues and opportunities Executing planned Advertising and Promotions 	<ul style="list-style-type: none"> Sales growth achieved
Cost Management and Finance	
<ul style="list-style-type: none"> Manage controllable expenses Reporting exceptions to budgeted guidelines of fixed and financial overheads Achieving store budgets Analysing financial performance 	<ul style="list-style-type: none"> Store expenses within or below budget
Manage Asset Protection	
<ul style="list-style-type: none"> Minimise shrinkage Implement security procedures 	<ul style="list-style-type: none"> Shrinkage at or below budget
Store Presentation	
<ul style="list-style-type: none"> Implement seasonal merchandise guides, Pl's and planograms inc. ticketing Maintain housekeeping standards 	<ul style="list-style-type: none"> Correct week's coverage on orderable items
Inventory Control	
<ul style="list-style-type: none"> Apply and monitor merchandise movement processes Ensure an accurate Stocktake 	<ul style="list-style-type: none"> Merchandise issues communicated/escalated
Manage Our People and Promote Team Work	
<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 	<ul style="list-style-type: none"> Positive Store Team Member Climate Survey results
Health & Safety	
<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 Implement Health and Safety, Workers Compensation and Injury Management systems as per legislative requirements, Target SafetyCARE Procedures, Accountabilities Standard, Accountabilities Matrix and Authorities Matrix. Reported and identified hazards are actioned Participate in the Safety Evaluation program Consult on the development of Safety action plans and implement Safety action plans 	<ul style="list-style-type: none"> Area tidy, accessible, safe and clean 100% of reported/identified hazards are actioned 1 Self Evaluation every 12 months, Formal Evaluation score as reflected in company Strategic Health and Safety Plan 100% Evaluation action items implemented

Compliance	
<ul style="list-style-type: none"> Accountable for personal and team compliance with internal company policies, procedures and codes, e.g. Code of Conduct, and all applicable external laws, regulations, standards and industry codes, e.g. Fair Trading Commit to and participate in relevant compliance programs Integrate compliance into business practices Manage compliance incidents Integrate compliance requirements into team performance appraisals Commit to and develop team training and awareness of compliance 	<ul style="list-style-type: none"> Personally comply Lead by example and display active compliance commitment (e.g. show compliance 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 and external compliance responsibilities as they impact on their role

Behavioural Competencies

BEING COMMERCIAL	BEING COMMERCIAL
<p>✓ Choose Correctly</p> <ul style="list-style-type: none"> Use logic and common sense when making decisions or taking action Use existing rules and procedures to guide actions Considers the impact or consequences of actions and decisions Address issues in a timely way 	<p>✓ Understand Financial and Quantitative Data</p> <ul style="list-style-type: none"> Uses the most appropriate financial and quantitative indicators to measure departmental performance Identifies and understands contributors to costs Draws accurate conclusions from quantitative information Uses quantitative information to guide actions and performance
DELIVERING RESULTS	DELIVERING RESULTS
<p>✓ Serve The Customer</p> <ul style="list-style-type: none"> Ask questions to more accurately understand customer needs Seek feedback from customers Address customer needs by involving the right people (resources) at the right time Meet or exceed customer service needs, and reports barriers <p>✓ Perform The Work</p> <ul style="list-style-type: none"> Ask questions to clarify assignments and priorities Deal with high-priority work activities first Make sure work is done correctly Surface problems and issues with speed and accuracy 	<p>✓ Strive For Results</p> <ul style="list-style-type: none"> Take personal responsibility to take action Put in extra effort and work to accomplish important results Set high standards for his/her own performance Finish assignments and tasks in a timely manner <p>✓ Improve Performance</p> <ul style="list-style-type: none"> Suggest process and practice improvement ideas Accurately report process improvement data Carefully monitor the accuracy and quality of outputs, products, and services Make suggestions to address problems and process breakdowns
ENGAGING PEOPLE (People Leadership)	ENGAGING PEOPLE (People Leadership)
<p>✓ Communicate With Others</p> <ul style="list-style-type: none"> Listen carefully to others Communicate clearly and concisely Provide appropriate level of detail in communications Write with accuracy, simplicity, and completeness Keep others informed 	<p>✓ Relate To Others</p> <ul style="list-style-type: none"> Relate to others in an accepting and respectful way, regardless of their personality or background Build relationships by identifying and discussing common interests and priorities Remain positive and respectful, even in difficult situations Involve others as appropriate when issues affect them

ENGAGING PEOPLE (Personal Leadership)	ENGAGING PEOPLE (Personal Leadership)
<p>✓ Perform Ethically</p> <ul style="list-style-type: none"> • Do not cover up problems or blame others for mistakes • Meet commitments • Be honest and direct in dealing with people • Act consistently with stated policies and practices • Do not disclose confidential information 	<p>✓ Readily Adapt</p> <ul style="list-style-type: none"> • Work productively in the face of ambiguity or uncertainty • Recover quickly from problems and setbacks • Deal constructively with mistakes and problems • Seek opportunities to acquire new knowledge and skills • Accept and use feedback, without becoming defensive

Position Specific Skills

Technical Knowledge	Personal Attributes
<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 and Inventory Control ✓ Appropriate post secondary qualification an advantage ✓ High degree of communications skills with all levels within the organisation ✓ Business and Financial acumen 	<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 ✓ Values and Behaviours: respect and recognition; passion for excellence; integrity and working together