

Stores Business Manager

<u>Function / Department:</u>	Target – Stores Division
<u>Position reports to:</u>	Store/Merchandise Manager - determined by store profile
<u>Team's Purpose:</u>	To maximise sales and profit through the effective use of all resources in the store.
<u>Primary Role Responsibility:</u>	To manage designated store department(s) to ensure that customer and business expectations are met and exceeded in line within the regional strategy and performance targets

Major Responsibilities	Measures
Maximise Departmental Sales Growth	
<ul style="list-style-type: none"> Ensure Presentation, POS and housekeeping standards are implemented Identify and action stock issues and opportunities Implement planned Advertising and Promotions Maximise profit by minimising markdowns 	<ul style="list-style-type: none"> Departmental sales growth maximised
Store Budgets	
<ul style="list-style-type: none"> Contribute to achievement of predetermined sales budgets Analyse sales performance at departmental level Maximise productivity gains from effective workforce planning 	<ul style="list-style-type: none"> Store expenses controlled within guidelines
Store Presentation	
<ul style="list-style-type: none"> Implement seasonal Merchandise guides, PI's and Planograms inc. ticketing Display Point of Sale materials on sales floor and maintain POS Reserve Maintain SPL standards on the sales floor Maintain housekeeping standards 	<ul style="list-style-type: none"> Positive Store and District Manager feedback Accurate display of POS material Daily review and compliance maximised Excellent support provided to Merchandise Manager
Inventory Control	
<ul style="list-style-type: none"> Apply and monitor Merchandise movement processes Manage soiled and damaged inventory on the sales floor Contribute to and support an accurate Stocktake 	<ul style="list-style-type: none"> Gross profit by item maximised
Manage Asset Protection	
<ul style="list-style-type: none"> Minimise shrinkage Implement security procedures 	<ul style="list-style-type: none"> Shrinkage controls in place
Manage People and Promote Team Work	
<ul style="list-style-type: none"> Performance manage own departmental team Ensure the departmental team is developed and trained Control Employee Relations issues 	<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 	<ul style="list-style-type: none"> Area tidy, accessible, safe and clean 100% of reported/identified hazards are actioned

<ul style="list-style-type: none"> • 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 • Initiates completion of Injury and Claims Management Procedures 	<ul style="list-style-type: none"> • 1 Self Evaluation every 12 months, Formal Evaluation score as reflected in company Strategic Health and Safety Plan. • 100% Evaluation action items implemented
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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 as part of the business culture • 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
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Behavioural Competencies

<p>BEING COMMERCIAL</p>	<p>BEING COMMERCIAL</p>
<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
<p>DELIVERING RESULTS</p>	<p>DELIVERING RESULTS</p>
<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"> ✓ Retail stores experience in apparel and hardgoods highly desirable ✓ Competence in staff supervision and inventory flow essential ✓ Appropriate post secondary qualification an advantage ✓ Computer literacy ✓ Business and Financial acumen 	<ul style="list-style-type: none"> ✓ Achievement focused ✓ Highly motivated ✓ Confident and outgoing personality ✓ Values and Behaviours: respect and recognition; passion for excellence; integrity and working together