

Store Manager - Target

Function / Department: Target – Stores Division
Position reports to: District Manager
Team's Purpose: To maximise sales and profit through the management of resources in a Target Store.
Primary Role Responsibility: To lead the store team by managing all aspects of store operations to ensure 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"> Maintain presentation, POS and housekeeping standards Identify stock issues and opportunities Execute 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 Manage gross profit including markdown activity Report exceptions to budgeted guidelines of fixed and financial overheads Achieve store budgets Analyse 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, PI's and Planograms inc. ticketing Maintain housekeeping standards 	<ul style="list-style-type: none"> Store presentation and housekeeping standards are consistent with the expectations of the business No customer, contractor, or team member incidents resulting from housekeeping deficiencies
Maintain Building and Assets	
<ul style="list-style-type: none"> Manage Store cleaning and repairs 	<ul style="list-style-type: none"> Store standards maintained
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 Dock cleared daily
Monitor and Manage SPL Process	
<ul style="list-style-type: none"> Ensure daily maintenance, rostered audits and spot checks are actioned 	<ul style="list-style-type: none"> Compliance maximised
Lead and Manage Our People by Maximising Team Work	
<ul style="list-style-type: none"> Performance manage Store team Control Employee Relations issues Ensure Recruitment standards are applied 	<ul style="list-style-type: none"> Improved HR metrics Training and development, and Succession Plans are in place
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 Ensure effective implementation of Health and Safety, Workers Compensation and Injury Management systems as per legislative requirements and company SafetyCare procedures 	<ul style="list-style-type: none"> Improved safety performance through the ongoing management of Targets' national Safety Strategy and Regional/District/Store Safety plans 100% of reported/identified hazards are actioned Safety Issue Resolution Processes are implemented effectively and resolved or managed up within a reasonable time frame

<ul style="list-style-type: none"> • Ensure compliance to 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"> • 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 requirements into business practices • Manage compliance incidents • Integrate compliance requirements into team performance appraisals • Commit to and develop team training and awareness of compliance requirements 	<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
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Behavioural Competencies

BEING COMMERCIAL

<p>✓ Analyse Problems & Issues</p> <ul style="list-style-type: none"> • Gather and analyse the most critical information needed to understand problems. • Make decisions that take into account broad company and customer implications. • Analyse critical issues, trends, and root causes, and identify the solutions that best address them. • Probe and look past symptoms to determine the underlying causes of problems and issues. <p>✓ Make Informed Judgments</p> <ul style="list-style-type: none"> • Makes sound business decisions based on insight and analysis. • Choose the best alternative based on consideration of pros, cons, tradeoffs, timing, and available resources. • Make decisions that contribute to company performance. • Make timely decisions regarding problems/issues requiring immediate attention. 	<p>✓ Act Strategically</p> <ul style="list-style-type: none"> • Align efforts with company strategies and direction. • Identify efforts with the greatest impact, balancing both short -and long-term concerns. • Stay abreast of key competitor actions and their implications or threats to the business. • Pursue priorities that capitalise on strengths, optimise potential benefit, and minimise risk. <p>✓ Apply Financial/Quantitative Information</p> <ul style="list-style-type: none"> • Use the most appropriate financial and quantitative indicators to measure business performance. • Use financial and business data to evaluate performance. • Effectively combine financial and quantitative information to draw accurate conclusions. • Draw accurate conclusions from financial and quantitative information.
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DELIVERING RESULTS

<p>✓ Meet Customer Needs</p> <ul style="list-style-type: none"> • Identify customer trends, expectations, and needs. • Ensure that feedback from customers is leveraged to identify improvement opportunities. • Ensure follow-up with customers to confirm problems are solved. • Continually search for ways to improve customer service. <p>✓ Plan & Manage Execution</p> <ul style="list-style-type: none"> • Develop realistic plans to accomplish objectives. • Prioritise and balance time, actions, resources, and initiatives to ensure achievement of critical goals. • Hold him/herself and team accountable for outcomes. 	<p>✓ Show Drive & Initiative</p> <ul style="list-style-type: none"> • Initiate decisive, timely action to address important issues. • Ensure sustained effort to accomplish desired results. • Set challenging, clear goals/targets and expectations for achieving business results. • Move initiatives/efforts toward successful completion and closure. <p>✓ Ensure Process & Quality Improvement</p> <ul style="list-style-type: none"> • Focus efforts on continuously improving the processes and practices that create the most value. • Use appropriate metrics and data to monitor and improve processes and practices.
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- Anticipate and remove obstacles, redirecting efforts to accelerate the work or improve quality.

- Ensure that outputs, products, and services are of high quality.
- Analyse problems and process breakdowns to ensure that lessons are learned and improvements are made.

ENGAGING PEOPLE (People Leadership)

✓ Build Support

- Provide sound rationale for his/her own position.
- Build a broad base of support for ideas and positions.
- Ensure that his/her own positions address others' needs and priorities.
- Promote or assert positions with confidence and enthusiasm.

✓ Ensure Effective Communication

- Listen carefully and attentively to others' opinions and ideas.
- Communicate information clearly, concisely, and professionally.
- Tailor communication style and content to the audience.
- Proactively share timely updates and information with relevant parties.

✓ Motivate Others

- Define and articulate a clear role and direction for his/her own work unit, consistent with the organisation's vision, strategy, and direction.
- Encourage others to set challenging goals and high standards of performance.
- Inspire others to define new opportunities and continuously improve the organisation.
- Celebrate and reward significant achievements of others.

✓ Develop Others

- Identify required capabilities and skill gaps within his/her own company area.
- Provide feedback, coaching, and guidance where appropriate to enhance others' skill development.
- Help others identify and prioritise their development objectives.
- Promote sharing of expertise and a free flow of learning across the organisation.

✓ Establish Relationships

- Build relationships with people across a variety of functions within the company.
- Relate to others in an accepting and respectful manner regardless of their company level, personality, or background.
- Build collaboration by identifying and conveying common interests and priorities.
- Maintain positive relationships even under difficult or heated circumstances.
- Appropriately involves others in decisions and plans that affect them.

ENGAGING PEOPLE (Personal Leadership)

✓ Establish Trust

- Follow through on commitments.
- Being honest and direct in dealing with people.
- Promote a culture of respect for, commitment to, and compliance with Company values, beliefs, and standards
- Ensure the protection of confidential information.

✓ Demonstrate Adaptability & Learning

- Work productively in the face of ambiguity or uncertainty.
- Demonstrate flexibility and resilience in response to obstacles, constraints, adversity and mistakes.
- Respond resourcefully and constructively to new demands, priorities, and challenges or obstacles.
- Update knowledge and skills to handle new complexities, challenges, and responsibilities.
- Invite and incorporate feedback, without becoming defensive.

Position Specific Skills

Technical Knowledge

- ✓ Proven track record of sales and profit achievement essential
- ✓ Retail stores experience in mass merchandising essential
- ✓ Competence in all aspects of store operations inc: Human Resources, Administration & Inventory Control
- ✓ Appropriate post secondary qualification an advantage
- ✓ Strong communication skills
- ✓ Business and Financial acumen

Personal Attributes

- ✓ Customer service focus
- ✓ Works for good of whole
- ✓ Achievement Orientation
- ✓ Resilience
- ✓ Initiative
- ✓ Relationship builder
- ✓ Values and Behaviours: respect and recognition; passion for excellence; integrity and working together