

Stores Operations Manager

Function / Department:

Target – Stores Division

Position reports to:

Store Manager

Team's Purpose:

To maximise sales and profit through the effective use of all resources in the store.

Primary Role Responsibility:

To manage the Human Resource & Administrative operations within the store, through the provision of advice & service to employees & management.

Major Responsibilities	Measures
Manage the Recruitment Process	
<ul style="list-style-type: none"> Co-ordinate Recruitment/Selection and Terminations 	<ul style="list-style-type: none"> Maximise Store Recruitment
HR Planning and Administration	
<ul style="list-style-type: none"> Carry out Team planning/rostering/Team Member records Conduct Succession/relief plans Supervise in-store payroll function Ensure Store facilities operate efficiently and effectively 	<ul style="list-style-type: none"> Efficient rostering and workforce optimisation Relief and Succession Planning documented Operation Performance report Rostered Risk Review file maintained
Store Employee Relations	
<ul style="list-style-type: none"> Apply Enterprise Bargaining Agreement Control Employee Relations issues Support conflict resolution Store Equal Opportunity Advisor 	<ul style="list-style-type: none"> Followed ER and/or EO procedures in a timely manner
Manage and Develop People	
<ul style="list-style-type: none"> Initiate and monitor inductions Co-ordinate Store training 	<ul style="list-style-type: none"> Positive Store Team Member Climate Survey Results
Merchandise Repairs and Returns	
<ul style="list-style-type: none"> Repair and maintain contracts 	<ul style="list-style-type: none"> Efficient timing and completion
Systems and Technology	
<ul style="list-style-type: none"> Co-ordinate in-store systems and processes 	<ul style="list-style-type: none"> Store systems operate efficiently with faults or breakdowns promptly rectified
Achieve Financial Targets	
<ul style="list-style-type: none"> Manage expenses inc. Store consumables Co-ordinate in-store Risk Reviews 	<ul style="list-style-type: none"> Controllable Store expenses within or below budget
Inventory Management	
<ul style="list-style-type: none"> Monitor Stock movement (inventory adjustments and transfers) Maintain Stock integrity Co-ordinate Stocktake 	<ul style="list-style-type: none"> Accurate and timely Stocktake
Asset Protection	
<ul style="list-style-type: none"> Including alarm system and security 	<ul style="list-style-type: none"> Controllable shrinkage at or below budget

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 Initiates completion of Injury and Claims Management Procedures 	<ul style="list-style-type: none"> 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 in 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

<p>✓ Analyse Information</p> <ul style="list-style-type: none"> Gathers and analyses the most critical information needed to understand problems Identifies the key issues in complex or ambiguous problems Breaks down problems into manageable components Recognises symptoms that indicate problems <p>✓ Use Appropriate Judgment</p> <ul style="list-style-type: none"> Makes sound decisions regarding everyday issues and problems Chooses from alternatives based on consideration of pros, cons, tradeoffs, timing, and available resources Evaluates the impact or consequences of actions and decisions Makes timely decisions regarding problems/issues requiring immediate attention 	<p>✓ Support Strategies</p> <ul style="list-style-type: none"> Aligns efforts with other groups' goals to achieve company strategies Prioritises efforts based on their impact Sees the "big picture" (e.g., overall themes, trends, goals, impacts of their decisions on other areas) Establishes strategies for achieving individual or work unit goals <p>✓ Use Financial & Quantitative Data</p> <ul style="list-style-type: none"> Uses the most appropriate financial and quantitative indicators to measure business performance Uses relevant business metrics, analyses, and reports to measure, monitor, and improve performance Effectively combines financial and quantitative information to draw accurate conclusions Draws accurate conclusions from financial and quantitative information
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DELIVERING RESULTS

<p>✓ Seek Customer Satisfaction</p> <ul style="list-style-type: none"> Ensures the accurate understanding of customer needs. Seeks feedback from customers to identify improvement opportunities. Ensures follow-up with customers to confirm problems are solved. Continually searches for ways to improve customer service. 	<p>✓ Show Initiative</p> <ul style="list-style-type: none"> Initiates decisive, timely action to address important issues Leads sustained effort to accomplish desired results. Conveys challenging, clear goals/targets and expectations for achieving business results. Drives initiatives/efforts to successful completion and closure.
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✓ **Plan & Execute Efficiently**

- Develops realistic plans to accomplish objectives.
- Plans and manages his/her own and others' time, based on business priorities, and follows up to ensure all work requirements are completed in a timely and accurate manner.
- Holds him/herself and team accountable for outcomes.
- Anticipates and addresses obstacles, redirecting efforts to accelerate the work or improve quality.

✓ **Manage Improvement**

- Focuses efforts on continuously improving processes and practices.
- Uses appropriate metrics and data to monitor and improve processes and practices.
- Ensures that outputs, products, and services are of high quality.
- Analyses problems and process breakdowns to ensure that lessons are learned and improvements are made.

ENGAGING PEOPLE (People Leadership)

✓ **Solicit Support**

- Provides sound rationale for his/her own position.
- Solicits support for ideas.
- Ensures that his/her own position on matters addresses others' needs and priorities.
- Advocates positions with confidence.

✓ **Communicate Effectively**

- Listens carefully and attentively to others' opinions and ideas.
- Communicates information clearly, concisely, and professionally.
- Provides appropriate level of detail in communications.
- Proactively shares timely updates and information with relevant parties.

✓ **Encourage Commitment**

- Energises others by clarifying the broader purpose and mission of their work.
- Demonstrates a "can-do" spirit, a sense of optimism, ownership, and commitment.
- Encourages high standards of performance.
- Acknowledges others' efforts and accomplishments.

✓ **Select & Develop**

- Identifies and recruits/refers qualified people.
- Makes accurate evaluations of people's capabilities and fit.
- Provides honest, helpful feedback to others on their performance.
- Provides coaching and guidance where appropriate to enhance others' skill development.

✓ **Collaborates Well With Others**

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

ENGAGING PEOPLE (Personal Leadership)

✓ **Demonstrate Credibility**

- Follows through on commitments.
- Is honest and direct in dealing with people.
- Acts consistently with stated policies and practices.
- Does not disclose confidential information.

✓ **Readily Adapt & Learn**

- Works productively in the face of ambiguity or uncertainty.
- Demonstrates flexibility and resilience in response to obstacles, constraints, adversity, and mistakes.
- Responds constructively to new demands, priorities, and challenges or obstacles.
- Updates knowledge and skills to handle new complexities, challenges, and responsibilities.
- Invites and incorporates feedback, without becoming defensive.

Position Specific Skills

Technical Knowledge

- ✓ 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
- ✓ Business and Financial acumen

Personal Attributes

- ✓ Highly organized
- ✓ Flexibility and able to manage/implement change
- ✓ Technical ability
- ✓ Approachable
- ✓ Lateral thinker
- ✓ Values and Behaviours: respect and recognition; passion for excellence; integrity and working together