

Stores Trainee Manager

Function / Department: Target – Stores Division
Position reports to: Merchandise Manager/Business Manager 1/Store Manager TC
Team's Purpose: To maximise sales and profit through the effective use of all resources in the store.
Primary Role Responsibility: To provide excellent and professional service to our customers that leads to both sales and return business.

| Major Responsibilities | Measures |
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| Minimise Loss and Maximise Profit | |
| <ul style="list-style-type: none"> Understanding Sales reports as they apply to department/store Avoiding waste of company resources Being alert for customer theft Ensuring accurate Stocktake result | <ul style="list-style-type: none"> Able to interpret store data related to GP performance, sales & markdown activity Accurate Stocktake results for your department |
| Effective Display of Merchandise | |
| <ul style="list-style-type: none"> Accurate SPL's, Ticketing and Display Applying Housekeeping Standards Initiating and Maintaining Shelf Stock Levels | <ul style="list-style-type: none"> Feedback from Store Managers |
| Customer Service | |
| <ul style="list-style-type: none"> Product and Services Knowledge Personal and Telephone queries Effective handling of customer complaints | <ul style="list-style-type: none"> Positive Customer feedback – formal and informal |
| 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. Identify and report site hazards and incidents Participate in the Safety Evaluation program Adhere to company standards eg. Manual handling techniques Correctly use and maintain equipment | <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 Identify and report compliance incidents | <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 |

Behavioural Competencies

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| BEING COMMERCIAL | BEING COMMERCIAL |
| <ul style="list-style-type: none"> ✓ Choose Correctly <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 | <ul style="list-style-type: none"> ✓ Understand Financial and Quantitative Data <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 |
| <ul style="list-style-type: none"> ✓ Serve The Customer <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 ✓ Perform The Work <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 | <ul style="list-style-type: none"> ✓ Strive For Results <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 ✓ Improve Performance <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) |
| <ul style="list-style-type: none"> ✓ Communicate With Others <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 | <ul style="list-style-type: none"> ✓ Relate To Others <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) |
| <ul style="list-style-type: none"> ✓ Perform Ethically <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 | <ul style="list-style-type: none"> ✓ Readily Adapt <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 |
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| <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 ✓ Customer service orientation ✓ Values and Behaviours: respect and recognition; passion for excellence; integrity and working together |