

POSITION PROFILE – OPERATIONAL LEADERSHIP ROLE

Position Title:	Store Manager – Target
Function / Department:	Target – Stores Division
Position the role reports to:	District Manager
Purpose / Direction / Mission for this team: To maximise sales and profit through the management of resources in a Target Store	
Primary function of the position: 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
<p><u>Maximise Sales Growth</u></p> <ul style="list-style-type: none"> Maintain Presentation, POS & Housekeeping standards Identify stock issues and opportunities Execute planned Advertising and Promotions <p><u>Cost Management</u></p> <ul style="list-style-type: none"> Manage Controllable expenses Report exceptions to budgeted guidelines of fixed & financial overheads <p><u>Budgets and Finance</u></p> <ul style="list-style-type: none"> Achieve store budgets Analyse financial performance <p><u>Manage Asset Protection</u></p> <ul style="list-style-type: none"> Minimise Shrinkage Implement security procedures <p><u>Lead and Manage Our People by Maximising Team Work</u></p> <ul style="list-style-type: none"> Role model behaviours & work standards expected of our Team Members Performance manage store team Control Employee Relations issues Ensure Recruitment standards are applied Ensure the store team is developed & trained <p><u>Store Presentation</u></p> <ul style="list-style-type: none"> Implement Seasonal Merchandise Guides, PI's & Planograms inc. ticketing Maintain Housekeeping Standards <p><u>Maintain Building & Assets</u></p> <ul style="list-style-type: none"> Manage Store cleaning & repairs <p><u>Inventory Control</u></p> <ul style="list-style-type: none"> Apply & monitor merchandise movement processes Ensure an accurate Stocktake <p><u>Monitor and Manage SPL Process</u></p> <ul style="list-style-type: none"> Ensure daily maintenance, rostered audits and spot checks are actioned <p><u>Customer Service</u></p> <ul style="list-style-type: none"> Ensuring delivery of effective & prompt service to internal/external customers <p><u>Safety</u></p> <p>Accountable for a safe site for everyone, everyday by implementing and evaluating safe work practices, improving safety performance and celebrating safety achievements</p> <ul style="list-style-type: none"> Reported and identified hazards are actioned Participate in the Safety Evaluation program Develop and implement Safety Evaluation action plans <p><u>Compliance</u></p> <p>Accountable for personal/team compliance with company policies/procedures/codes eg Code of Conduct, applicable external laws/regulations/standards/industry codes eg Fair Trading</p> <ul style="list-style-type: none"> Commitment to and participation in the Coles Group and/ or relevant Brand/ Retail Support Compliance Program Integrate compliance requirements into business practices Management of compliance incidents Integrate compliance requirements into team appraisals Commitment to and development of team training and awareness of compliance requirements 	<ul style="list-style-type: none"> Sales Growth achieved Store Expenses within or below budget Shrinkage at or below budget Training and development & Succession Plans are in place Store Team Member Climate Survey results Store Operations & Systems Checklist completed monthly Store standards maintained Merchandise issues communicated/escalated Dock cleared daily Compliance maximised Customer communication measured and evaluated 100% of reported/identified hazards are actioned 1 Self Evaluation every 6 months, Formal Evaluation score as reflected in company objective. <i>Self Assessment Score TBD</i> 100% Evaluation action items implemented Personally comply Lead by example & display active compliance commitment (eg show compliance initiative) Reinforce importance of compliance to team Resolve/manage/report compliance incidents Incorporate relevant compliance obligations into day to day business procedures Ensure Team receives adequate training in internal/external compliance responsibilities as they impact on their role

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Behavioural Competencies	<ul style="list-style-type: none"> • Building Working Relationships <ul style="list-style-type: none"> – developing and using collaborative relationships to facilitate the accomplishment of work goals • Building Customer Loyalty <ul style="list-style-type: none"> – effectively meeting customer needs – building productive customer relationships – taking responsibility for customer satisfaction and loyalty • Work Standards <ul style="list-style-type: none"> – setting high standards of performance for self and others – assuming responsibility and accountability for successfully completing assignments or tasks – self imposing standards of excellence rather than having standards imposed • Facilitating Change <ul style="list-style-type: none"> – generating innovative solutions to work situations – trying different and novel ways to deal with work problems and opportunities – challenges the status quo • Inspiring Others <ul style="list-style-type: none"> – using interpersonal styles and methods that inspire and guide individuals toward higher levels of performance – modifying behaviour to accommodate tasks, situations and individuals involved • Aligning Performance for Success <ul style="list-style-type: none"> – attracting, developing and retaining talented individuals – focusing and guiding others in accomplishing work objectives to maximise organisation's and individuals effectiveness • Operational Decision Making <ul style="list-style-type: none"> – identifying and understanding issues, problems and opportunities – comparing data from different sources to draw conclusions – using effective approaches for choosing a course of action or developing appropriate solutions – taking action that is consistent with available facts, constraints, and probable consequences
Technical Knowledge & Position Specific Skills	<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: Human Resources, Administration & Inventory Control • Appropriate post secondary qualification an advantage • Strong communication skills
Personal Attributes	<ul style="list-style-type: none"> • Customer Service Focus • Works for Good of Whole • Achievement Orientation • Resilience • Initiative • Integrity • Relationship builder
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