

## POSITION PROFILE – OPERATIONAL LEADERSHIP ROLE

<b>Position Title:</b>	Store Manager – Target Country
<b>Function / Department:</b>	Target – Stores Division
<b>Position the role reports to:</b>	District Manager
<b>Purpose / Direction / Mission for this team:</b> To maximise sales & profit through the management of resources in a Target Country store.	
<b>Primary function of the position:</b> To lead the store team by managing all aspects of store operations to ensure that 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"> <li>Maintain Presentation, POS &amp; Housekeeping standards</li> <li>Identifying stock issues and opportunities</li> <li>Executing planned Advertising and Promotions</li> </ul> <p><u>Cost Management</u></p> <ul style="list-style-type: none"> <li>Manage Controllable expenses</li> <li>Report exceptions to budgeted guidelines (fixed/financial overheads)</li> </ul> <p><u>Budgets and Finance</u></p> <ul style="list-style-type: none"> <li>Achieving store budgets</li> <li>Analysing financial performance</li> </ul> <p><u>Manage Loss Prevention</u></p> <ul style="list-style-type: none"> <li>Minimising Shrinkage</li> <li>Implementing security procedures</li> </ul> <p><u>Lead and Manage Our People by Maximizing Team Work</u></p> <ul style="list-style-type: none"> <li>Role model behaviors &amp; work standards we expect of our Team Members</li> <li>Performance management of store team</li> <li>Controlling Employee Relations issues</li> <li>Ensuring Recruitment standards are applied</li> <li>Ensuring the store team is developed &amp; trained</li> </ul> <p><u>Store Presentation</u></p> <ul style="list-style-type: none"> <li>Implementing Seasonal Merchandise Guides, PI's &amp; Planograms inc. ticketing</li> <li>Maintaining Housekeeping Standards</li> <li>Ensuring SPL standards are within National Standards</li> </ul> <p><u>Inventory Control</u></p> <ul style="list-style-type: none"> <li>Applying &amp; monitoring merchandise movement processes</li> <li>Ensuring an accurate Stocktake</li> <li>Effective control of CRC's and MAS's</li> <li>Rain check control within the store</li> </ul> <p><u>Customer Service</u></p> <ul style="list-style-type: none"> <li>Ensuring delivery of effective &amp; prompt service to internal/external customers</li> </ul> <p><u>Building &amp; Maintenance</u></p> <ul style="list-style-type: none"> <li>Ensuring store facilities operate efficiently &amp; effectively</li> </ul> <p><u>Safety</u></p> <ul style="list-style-type: none"> <li>Accountable for a safe site for everyone, everyday by implementing and evaluating safe work practices, improving safety performance and celebrating safety achievements</li> <li>Reported and identified hazards are actioned</li> <li>Participate in the Safety Evaluation program</li> <li>Develop and implement Safety Evaluation action plans</li> </ul> <p><u>Compliance</u></p> <ul style="list-style-type: none"> <li>Accountable for personal/team compliance (company policies/procedures/codes eg Code of Conduct, applicable external laws/regulations/ standards/industry codes eg Fair Trading)</li> <li>Commitment to and participation in the Coles Group and/ or relevant Brand/ Retail Support Compliance Program</li> <li>Integrate compliance requirements into business practices</li> <li>Management of compliance incidents</li> <li>Integrate compliance requirements in performance appraisals</li> <li>Commitment to &amp; development of staff training and awareness of compliance requirements</li> </ul>	<ul style="list-style-type: none"> <li>Sales Growth achieved</li> <li>Store Expenses within or below budget</li> <li>Shrinkage at or below budget</li> <li>Team Member Climate Survey Results</li> <li>Correct Week's coverage on orderable items</li> <li>100% of reported/identified hazards are actioned</li> <li>1 Self Evaluation every 6 months, Formal Evaluation score as reflected in company objective <i>Self Assessment Score TBD</i></li> <li>100% Evaluation action items implemented</li> <li>Personally comply</li> <li>Lead by example/display active commitment to compliance (eg <i>show initiative re compliance</i>)</li> <li>Reinforce importance of compliance to team</li> <li>Resolve/ manage/report compliance incidents</li> <li>Ensure all relevant compliance obligations are adequately incorporated into day to day business procedures</li> <li>Ensure staff receive training in internal/external compliance responsibilities as they impact on their role</li> </ul>

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<b>Behavioural Competencies</b>	<ul style="list-style-type: none"> <li>• <b>Building Working Relationships</b> <ul style="list-style-type: none"> <li>– developing and using collaborative relationships to facilitate the accomplishment of work goals</li> </ul> </li>   <li>• <b>Building Customer Loyalty</b> <ul style="list-style-type: none"> <li>– effectively meeting customer needs</li> <li>– building productive customer relationships</li> <li>– taking responsibility for customer satisfaction and loyalty</li> </ul> </li>   <li>• <b>Work Standards</b> <ul style="list-style-type: none"> <li>– setting high standards of performance for self and others</li> <li>– assuming responsibility and accountability for successfully completing assignments or tasks</li> <li>– self imposing standards of excellence rather than having standards imposed</li> </ul> </li>   <li>• <b>Facilitating Change</b> <ul style="list-style-type: none"> <li>– generating innovative solutions to work situations</li> <li>– trying different and novel ways to deal with work problems and opportunities</li> <li>– challenges the status quo</li> </ul> </li>   <li>• <b>Inspiring Others</b> <ul style="list-style-type: none"> <li>– using interpersonal styles and methods that inspire and guide individuals toward higher levels of performance</li> <li>– modifying behaviour to accommodate tasks, situations and individuals involved</li> </ul> </li>   <li>• <b>Aligning Performance for Success</b> <ul style="list-style-type: none"> <li>– attracting, developing and retaining talented individuals</li> <li>– focusing and guiding others in accomplishing work objectives to maximise organisation's and individuals effectiveness</li> </ul> </li>   <li>• <b>Operational Decision Making</b> <ul style="list-style-type: none"> <li>– identifying and understanding issues, problems and opportunities</li> <li>– comparing data from different sources to draw conclusions</li> <li>– using effective approaches for choosing a course of action or developing appropriate solutions</li> <li>– taking action that is consistent with available facts, constraints, and probable consequences</li> </ul> </li> </ul>
<b>Technical Knowledge &amp; Position Specific Skills</b>	<ul style="list-style-type: none"> <li>• Proven track record of sales and profit achievement essential</li> <li>• Retail stores experience in mass merchandising essential</li> <li>• Competence in all aspects of store operations inc, HR, Administration &amp; Inventory Control</li> <li>• Appropriate post secondary qualification an advantage</li> <li>• Strong interpersonal and communication skills</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Innovative thinking – capacity to think outside the square</li> <li>• Willingness to learn and experience new opportunities</li> <li>• People orientation – team and customer</li> </ul>
<b>Position Profile Written By:</b>	Jeff Wapling
<b>Position Profile Approved By:</b>	Joe Pahor
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