

POSITION PROFILE – SELF LEADERSHIP ROLE

Position Title:	Trainee Manager
Function / Department:	Target/Target Country – Store Operations
Position the role reports to:	Merchandise Manager/Business Manager 1/Store Manager TC
Purpose / Direction / Mission for this team: To maximise sales and profit through the effective use of all resources in the store.	
Primary function of the position: To provide excellent and professional service to our customers that leads to both sales and return business.	

Major Responsibilities	Measures
<p><u>Customer Service</u> via:</p> <ul style="list-style-type: none"> • Product and Services Knowledge • Personal and Telephone queries • Effective handling of customer complaints <p><u>Effective display of merchandise</u> through:</p> <ul style="list-style-type: none"> • Accurate SPL's, Ticketing and Display • Applying Housekeeping Standards • Initiating and Maintaining Shelf Stock Levels <p><u>Minimise Loss & maximise profit</u> by:</p> <ul style="list-style-type: none"> • Avoiding waste of company resources • Being alert for customer theft • Ensuring accurate Stocktake results <p><u>Safety</u></p> <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 • Identify and report site hazards • Report site incidents • Complete assigned items from Safety Evaluation action plans • Adhering to company standards eg manual handling techniques • Correctly using and maintaining equipment <p><u>Compliance</u></p> <ul style="list-style-type: none"> • Accountable for personal and team compliance with internal company policies, procedures and codes, for example, Code of Conduct, and all applicable external laws, regulations, standards and industry codes, for example, Fair Trading laws • Identification of compliance incidents • Reporting of compliance incidents 	<ul style="list-style-type: none"> • Positive Customer feedback – formal and informal • Feedback from Store Managers • Accurate Stocktake results for your department • 100% hazards are reported • 100% incidents are reported • 100% completion of assigned items from Safety Evaluation action plans • Personally complies with all relevant internal and external compliance responsibilities and directives as communicated by Line Management • Reports compliance incidents for resolution

POSITION PROFILE – SELF LEADERSHIP ROLE

Behavioural Competencies	<ul style="list-style-type: none"> • Collaboration <ul style="list-style-type: none"> – working effectively and cooperatively with others – establishing and maintaining good working relationships • Customer Service <ul style="list-style-type: none"> – meeting and anticipating customer needs – giving high priority to customer satisfaction • Quality Focus <ul style="list-style-type: none"> – accomplishing tasks by considering all areas involved no matter how small – showing concern for all aspects of the job – accurately checking processes and tasks – monitoring quality and consistency • Continuous Improvement <ul style="list-style-type: none"> – originating action to improve existing conditions and processes – using appropriate methods to identify opportunities, implement solutions, and measure impact • Contributing to Team Success <ul style="list-style-type: none"> – actively participating as a team member of a team to move the team toward the completion of goals • Continuous Learning <ul style="list-style-type: none"> – actively identifying new areas for learning – regularly creating and taking advantage of learning opportunities – using newly gained knowledge and skill on the job and learning through their application • Problem Solving <ul style="list-style-type: none"> – committing to an action after developing alternative courses of action that are based on logical assumptions and factual information and that take into consideration resources, constraints and organisational values
Technical Knowledge & Position Specific Skills	<ul style="list-style-type: none"> • Completion of the Retail Skills program • Retail stores experience an advantage • Certificate 2 in Retail Operations an advantage
Personal Attributes	<ul style="list-style-type: none"> • Customer service orientation and work experience highly desirable • Motivated • Confident and outgoing personality • Achievement focused
Position Profile Written By:	Jeff Wapling – Organisational Development Manager
Position Profile Approved By:	Joe Pahor
Version/Date	Version 4 / 1 May 2007