

Position Title: Store Manager
Department: Operations
Responsible To: Area Manager

Primary Objective:

Accountable for fostering prosperous relationships with store committees to drive profitable outcomes for the local community, which is achieved through effective store operations and high level customer service. To accomplish this, this position will ensure effective implementation and management of Outback Stores retail operations, policies and procedures as well as develop local store initiatives.

Key Accountabilities:

Relationships

- Foster healthy relationships with Store Committees, community members and the Outback Stores team;
- Build strong networks with community members at all levels;
- Work collaboratively with the committee to achieve a healthy and viable store;
- Promote a knowledge, understanding and respect for the Indigenous culture;
- Conduct in line with Outback Stores Values and Code of Conduct.

Store Operation

- Manage agreed retail operations objectives including but not limited to sales, wages, expense control, stock control, financial reports, recruitment, training and development on a monthly basis;
- Keep accurate financial records of all aspects of the store including but not limited to balance tills, ATM and safe;
- Ensure the delivery of reports on profits, sales, wages, dissipation, recruitment, training and development initiatives;
- Implement agreed initiatives and strategies in line with store operations
- Implement and maintain company stock and inventory management policy;
- Ensure company merchandising standards are implemented and maintained;
- Effectively lead and develop staff to ensure optimum employee satisfaction and productivity;
- Manage staff and rosters ensuring adequate staff planning, based on sales volume and; contingency for unplanned absence's;
- Conduct temperature checks in line with company policy;
- Monitor food handling and hygiene in line with company policy;
- Complete and submit timesheets, new employee paperwork, new employee induction logbooks and separation/termination of employee's;
- Ensure regular servicing and maintenance of equipment;
- Conduct WH&S reviews to ensure a healthy and safe place for all employee's;
- Recruit, train and develop local Indigenous staff where viable;
- In conjunction with your Area Manager, assist in organising local social events and initiatives for the store to deliver improved store profit, sales, cost management and customer service;
- Ensure compliance of all Outback Stores operational requirements.

Policies & Procedures

- Comply with all Outback Stores operational policies and procedures;
- Carry out all duties in accordance with Outback Stores safety, environmental and quality policy, safety principles, corporate values, code of conduct business objectives;
- Ensure all Outback Stores policies and procedures are implemented to protect OBS employees, our reputation, regulatory requirements, property and profit.

Competency Profile – Operations Management

Behavioural Competencies		Technical Competencies
Essential	Desired	Operations
Strong leadership skills	Knowledge of communities	Extensive retail experience preferable in groceries
Professional Integrity	Cultural intelligence	Stock rotation and cash handling
High level customer service	Experience within hospitality industry particular pubs/clubs	Experience with food safety
Excellent communication	Ability to work unsupervised	Analytical interpretation
Initiative	Experience as a store or department manager	Problem solving skills
Teamwork and coaching skills		Good attention to detail
Excellent interpersonal skills		Sound computer literacy
Ability to build relationships		Strong leadership skills
Hands on approach		High level organisational skills
Adaptable		Sound time management skills
Supportive		

Expertise

- Five years plus within retail, preferably in groceries;
- Proven leadership skills with ability to develop and mentor;
- Sound stock Rotation and cash handling experience;
- Experience in financials;
- Proven experience in dealing with various cultures ;
- Intermediate experience in Microsoft suite;

Qualifications (Maybe obtained prior to commence position)

- Must have a manual driver's license;
- Forklift License
- Senior First Aid Certificate
- Food Safety Supervisor