

Role Profile - Store Manager

Role Levelling

Purpose	Key Relationships	
<p>To create the right experience for our member, customers and colleagues and to lead the operational/commercial performance of the store in line with our difference maker scorecard targets.</p>	<p>Managers, colleagues, Operational Management, Support Centre colleagues, Members and customers</p>	
Key Accountabilities	Measures of Success	Experience/ Qualifications Required
<p>We make a difference for our members and customers</p> <ul style="list-style-type: none"> To ensure colleagues maintain the highest standards of Customer Service To deal with customer comments and complaints courteously and efficiently according to Society policy. To ensure that colleagues have a good knowledge of all products and services, including membership within their store, and are confident in answering customer questions, and share this knowledge with colleagues. To protect the brand image ensuring that all areas of the store are ready for business and colleagues are complying with the standards of appearance policy. <p>We work together with purpose</p> <ul style="list-style-type: none"> To actively support our Difference Maker culture and a highly engaged team. Handle any disputes and/or disciplinary matters professionally, in accordance with the Society policies. Address poor performance of colleagues in accordance with Society Policy. <p>We're better every day</p> <ul style="list-style-type: none"> Lead and support colleague performance within the store to ensure they have the correct skills to perform their duties accordingly, including the timely completion of all mandatory training requirements. To be alert to the security risks within the store, to demonstrate a high level of vigilance at all times to protect our colleagues and to embed our colleague safety culture. To ensure through Our Time that sufficient colleagues are available and scheduled to meet the needs of the business and maintain excellent customer service. To take full responsibility for all the stores budgets, and financial controls within the store. Ensure that the Society's procedures are followed and monitored with regards to correct stock and order, cash, systems and administration; using the appropriate Society documentation. To be aware of current and future promotions, and plan to display and order stock appropriately. To ensure that all damaged, out of date and wasted product(s) are actioned promptly and in accordance with Society Policy. Investigate leakage and complete action plans to reduce it to the agreed level when it has been. Identify, change and lead improvements within the store. <p>We're a Caring Community</p> <ul style="list-style-type: none"> To be fully comply with relevant legal and health and safety requirements. To complete the daily and weekly operational checklists To ensure colleagues fulfil their duties in accordance with the Society's policies and procedures. To encourage colleagues to be active in their local community. 	<ul style="list-style-type: none"> Store performance. – Sales, Costs and Contribution. Retail balanced scorecard – Member / Colleague and Commercial measures. Store legal & safety audit achievement. Customer service standards and the absence of customer complaints. Maintaining internal and external store standards and cleanliness Compliance with legal obligations and Society policies including Serve Legal results Electronic delivery note compliance Completion of operational checklist Leakage controls Addressing colleague performance in a timely manner and in line with Society policies Absence management and use of the toolkit 	<ul style="list-style-type: none"> Retail experience, including retail systems Duty manager validated Experience of managing a team Personal Licence Food Safety Level 2 Appointed Person First Aid