



## Position Description: Store Manager

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| <b>Location:</b>                                  | Site Based  |
| <b>Organisation:</b>                              | ROC UK Limited / Ireland ROC Limited  |
| <b>Reports to:</b>                                | Territory Manager   |
| <b>Purpose of role</b>                            | <p>To grow the business by ensuring the operation of a ROC store is carried out in accordance with the guidelines and principles of the organisation and by focussing the team on exceeding the targets set out in the Store Scorecard</p> <p>To work together with the team in an enthusiastic, energetic and hands on manner to ensure the safe, secure, efficient and effective operation of all aspects of the store</p> <p>To demonstrate customer focus by exhibiting and ensuring the team exhibit a passion for service in each and every transaction through your personal contribution to, and supervision of, the team effort</p>  |
| <b>Key Responsibilities and Accountabilities:</b> | <p><b>License to Operate</b><br/>Develop safety culture to highest standards in the store</p> <p>Ensure implementation of /compliance with safety rules of engagement</p> <p>Promote quality Loss Prevention Observations, near miss reporting, use of Job Safety Cards and Last Minute Risk Assessments /safety walks/safety best practices implementation</p> <p>Coordinate timely management, escalation and investigation of safety, security or other Operations Integrity Management System related incidents – and communication of key lessons learned</p> <p>Ensure proper utilisation of safety captain and respond appropriately to safety ranger requests</p> <p>Ensure training plans in place for loss prevention, emergency response, non confrontation/cash management policies and restricted sales</p> <p>Develop controls culture on site. Required actions include:</p> <ul style="list-style-type: none"> <li>• To secure timely investigation of cash or Product Inventory variances outside tolerance</li> <li>• To secure implementation of controls rules of engagement and drive off best practices toolkit</li> <li>• To secure timely recovery from failed CRAT</li> <li>• To ensure implementation of Loss Prevention System and confirm that employees understand and comply with requirements for reporting and investigating incidents</li> </ul> |



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- To ensure facilities are operated in accordance with regulatory and Company standards and appropriate steps are taken to identify and resolve maintenance and repair issues

Communicate, support and ensure implementation of all safety and security guidelines including both Company and Statutory, including use of schedules and forms, to the team as required

Follow and ensure team members follow all guidelines, procedures and other communications as advised by the company

Work continuously with the team to perform housekeeping of the store ensuring the presentation is to the highest possible standard of cleanliness and hygiene

Liaise with and support third party contractors, government agencies and ROC//Esso personnel to ensure continuous store operation: Follow up maintenance issues to ensure they are closed out in a timely manner

### **People**

Work tirelessly to develop the team to its full potential, including the effective implementation of appraisal processes and the identification of future stars of the ROC chain

Implement, develop, encourage and support the principles of excellent customer service and the "One Team" approach to ensure our passion for service is consistently delivered to every customer

Lead staff training with particular regard to the exhibiting of a passion for service to all of our customers

Ensure all team members always contribute effectively to the delivery of excellent customer service

Act as a role model to the team when you fulfil customer needs in the position of a Sales Adviser

Ensure staff and personal presentation is of the highest standard in compliance with company guidelines

Manage the team on site effectively to ensure customers can use the facility at all standard opening hours

Deploy, supervise and support team members in order that the store and its products are always presented to the highest possible standards

Deploy, supervise and support team members as required to maintain the effective operation of the store in all areas and aspects

Ensure ROC personnel policies and payroll procedures are implemented



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|                   | <p>correctly, including processes for recruitment, promotion, discipline &amp; termination</p> <p>Attempt to swiftly resolve individual team member grievances and when appropriate elevate issues to the Territory Manager</p> <p>Seek to develop as an individual and increase contribution to the organisation as a whole</p> <p><b>Profit</b><br/>Focus on excellent delivery of promotions in the store, encouraging team members to sell up &amp; ensuring merchandising is first rate</p> <p>Monitor the timeliness and accuracy of the shift handover process taking action to resolve outstanding issues</p> <p>Complete, or assist with, inventory counts according to ROC schedules: Support follow-up of discrepancies where necessary</p> <p>Ensure deliveries are accepted and the associated paperwork is handled as per guidelines</p> <p>Identify, share and implement, subject to approval, areas for margin improvement, operating expense reduction, sales growth and general business improvement</p> <p>Work together with CR execution tools to ensure correct exit strategy is applied to outgoing stock</p> <p>Complete all required cash counting processes, reconciliations, paperwork, book keeping, banking and associated tasks in an accurate and timely manner</p> <p>Input, process and update computer records as required in an accurate and timely manner</p> <p>Act upon all breaches of tolerances or variations from the norm in any aspect of the operation and adhere to any procedures, guidelines or reporting requirements</p> <p>When performing the role of Sales Adviser act as a role model to the team and demonstrate how to grow a successful business</p> <p>When performing the role of Sales Adviser work with the rest of the team to ensure the smooth operation and running of the store</p> <p>Perform any task or role reasonably requested of you by the ROC management team</p> |
| <b>Authority:</b> | The following documents describe the authority of this position:   |



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|   | Delegation of Authority Guide (DOAG) 11<br>Personnel Matter Guide (PMG) See Guide  |
| <b>Education/<br/>Qualifications</b>        | 5 GCSEs including Maths and English at grades C or above preferable  |
| <b>Knowledge, Skills<br/>and Experience</b> | Retail Management experience preferred<br>Good Customer service skills<br>Good interpersonal and communication skills<br>Team player and team leadership skills<br>Flexible<br>Attention to detail<br>Ability to plan workload effectively to deliver to target<br>Full Driver's Licence |

**Agreed and approved:**

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Store Manager

Date:

\_\_\_\_\_

Territory Manager

Date: