



JOB DESCRIPTION

Assistant Retail Manager (ARM)

Company:	Briscoe Group Limited
Position:	Assistant Retail Manager
Reporting to:	Business Manager – Profit Centre (unless under delegated authority to an RM)
Supervision of:	None (unless under delegated authority when running shifts)
Functional relationship with:	Store Management, Support Office/Head Office personnel and other External Suppliers, Customers, other peers and staff

MAIN OBJECTIVE

From time to time, to manage the assigned store(s) through implementation of company trading policies and procedures and ensure achievement of each stores net controllable profit budget.

To work under guidance and direction of the Business Manager to coach develop and lead the profit centre management team to:

- Achieve a high standard of customer service that ensures repeat and referral business.
- To assist the BM (and/or RM) within assigned store(s) in achieving EBIT.
- Minimise stock shrinkage by ensuring a robust approach is used to ensure inventory integrity is maintained.
- Ensure merchandising and associated housekeeping standards are continually maintained at an optimum level.
- From time to time, act as a coach for store(s) team(s).
- Comply with all employment legislation including company policies and guidelines.
- Support Loss Prevention initiatives and identify any opportunities to improve results in your profit centre.
- Be responsible for the H&S policy and procedures for assigned store(s) and meet the minimum Company and Site based objectives of the H&S policy and H&S Manual.

MEASURE	TARGET	WEIGHT
<p><u>Customer</u> Creating experiences our customer's value: Providing professional after sales service and ensuring legislative compliance. Also service that delivers shopping experiences that exceeds our customers' expectations - turning shoppers into buyers.</p>	<ul style="list-style-type: none"> • Our Customers provide feedback on their shopping experience; this will be provided by the contact centre and also relevant customer satisfaction monitoring reporting. The objective is to ensure our customers are loyal repeat buyers who also refer others to shop with us. 	30%
<p><u>FINANCIAL</u></p> <p>Sales Growth: Sales Growth through meeting / exceeding sales budget</p> <p>Profit Growth: To drive revenue growth achieving the budgeted \$GP</p> <p>Use of correct stock processing, stock record keeping and stock management processes including unknown shrinkage</p>	<ul style="list-style-type: none"> • Achieves the annual sales budget • Under guidance and coaching from, Business Manager assist with monitoring and controlling: <ul style="list-style-type: none"> ○ Sales Budgets ○ Labour Budgets / Productivity model ○ Profit and Loss Reports • Ensure stock management policies and procedures are within Company guidelines. 	30%
<p><u>COMPLIANCE</u></p> <p>Audit Results: Meet company internal audit standards</p>	<ul style="list-style-type: none"> • Ensure required processes / controls are in place as measured via average internal audit results for all stores in the profit centre. • Store loss prevention policy and practice implemented 	10%

<p><u>PEOPLE and PERSONAL DEVELOPMENT</u></p> <p>Maintain good morale, developing a spirit of co-operation, friendliness and a sense of company loyalty.</p>	<ul style="list-style-type: none"> • Add value to the recruitment process under guidance from the BM and/or RM. • Store(s) Health & Safety policy and procedures are implemented. 	30%
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<p>Support BM and or RM to recruit staff. To assist with the Induction of new staff into Store(s)</p>	<ul style="list-style-type: none"> • Assess the skills and abilities of our people and advocate/promote training solutions to meet those needs. • Contribute to the creation of an Annual Operational Development Plan incorporating own KPI's and a plan for your personal development and the development of your people. • Coach employees on the shop floor as and when required. 	
<p><u>Business Analysis</u></p>	<ul style="list-style-type: none"> • Under guidance from the BM assist and review the on-going, maintenance and implementation of the Annual Operational Development Plan for your Profit Centre. • Support the BM and the RM with the on-going evaluation of product placement to ensure effective use of selling space incorporating mailer tie ups and hot spots through the store. • Coordinates all Health and Safety related information and tasks for the assigned Store(s). • Manages Store in the absence of a BM and/or RM. 	

LIVING OUR VALUES

Briscoe Group is a leader in the New Zealand retail sector. We succeed because of the talents and commitment of our people. We can all contribute to making working for our company a great place to be, to have fun and succeed – for ourselves and the business. One of our company strategies is “Mobilising people”.

We have four values that sum up how we do our work and work with our work mates. By applying these values in our work we can make our work more constructive and rewarding. We have four values about how we get along.

Communication	Valuing People	Innovation	Vision
Communication is about keeping those you work with informed about your thoughts and feelings and your right to be informed. That’s the base for honest communication.	Valuing people is about developing people and so being able to support and satisfy other people. That support goes through our business – to your fellow team players, your manager, to internal customers – through to the final customer. As a result everyone feels that the product and service they receive is one that is valued and that they can value.	Innovation is about how we will keep improving and staying out in front.	Vision is all about turning our excitement and passion into reality – looking ahead, anticipating the future, planning the best actions, and being in control.

PERSON SPECIFICATION

COMPETENCIES	DESIRED
<ul style="list-style-type: none"> ➤ A customer service focus ➤ Attention to detail ➤ Computer literacy ➤ Self-organise, plan and prioritise effectively ➤ Flexible, adaptable and operates using initiative. 	<p>1+ year’s full time Retail Management experience</p> <p>Understanding of employment law (preferred)</p> <p>Retail qualification (preferred)</p> <p>Experience in a large format or multi-site management.</p> <p>A minimum of intermediate knowledge of Microsoft Office including Outlook and associated functionality.</p>

EXPECTED LEADERSHIP BEHAVIOURS

Shaping
<p>Involves the right people in developing work plans. Stands up for what is important. Adjusts plans and actions as necessary in times of change. Communicates the priorities of the Profit Centre as a whole. Creates a positive picture of the future for the project workers.</p>
Mobilising
<p>Communicates clearly the results expected from others. Appeals to people's hearts and minds to lead them in a new direction. Demonstrates care for the members of the project team. Demonstrates confidence in the abilities of others. Let's people know how they are progressing towards goals.</p>
Interpreting
<p>Seeks information from as many sources as possible. Knows how own work supports the Company's overall strategy. Analyses how well the members of the team work together. Knows the capabilities and motivations of the team. Knows own capabilities and motivations.</p>
Inspiring
<p>Promotes the development of people's talents. Recognises the contribution of others. Enables others to feel and act like leaders. Stimulates others thinking. Builds enthusiasm about projects and assignments.</p>

	The Employee	On behalf of Briscoe Group Ltd
Name	«name» «surname»	«name» «surname»
Signature		
Date		