

Job profile: Retail Store Manager

Purpose: Coach and lead a team to provide the best local community retail store; by developing a diverse team of difference makers to deliver best in class customer service, a store that looks great with full shelves and available promotions to maximise sales and profitability. Ensure the store is safe, legal and operational: Taking responsibility to maintain correct procedures and processes for effective store operations. You will lead with a growth mindset open to change, taking the lead in supporting the sustainable future of Central Co-op.

Reporting: Reports to Senior Operations Manager. Direct reports 3 – 6 Team leaders / Customer team leader / Café manager. Indirect reports 8 – 80 customer service assistants

Values: Co-operation, Self Help, Self responsibility, Democracy, Equity and Equality.

Essential Skills and experience: Excelling in customers service communication skills. Experienced in handling disputes and disciplinary matters in a professional manner. Interprets financial data and trends using profit and loss statements and power BI dashboards; forming actions to maximise profitability. Can optimise productivity through forward planning and use of scheduling tools. Knowledge of health and safety and food safety laws. Can problem solve, make effective decisions and deliver at pace through a team. Performance management.

Qualifications: Food safety level 2, First aid, Personal license holder.

We are the
difference
makers

We make a *difference* to Members & customers

Role responsibilities:

- **Customer focussed leadership** ; place customers and Members at the heart of all decisions, ensuring their needs and expectations are not just met but exceeded every day, prioritising product availability throughout every trading hour.
- **Promote our Membership difference** ; ensuring your team has the knowledge of products, services, offers and deals to maximise sales and loyalty through our Membership proposition.
- **Empowering service excellence** ; encourage and enable team members to deliver outstanding service by providing them with the tools and training they need. Ensuring all comments and complaints are resolved with courtesy and efficiency.

Success measures:

- ✓ Delivers store’s sales targets, increasing basket spend and growth in customer numbers. Achieves availability targets.
- ✓ Exceeds stores Membership target of active members sales
- ✓ Delivers positive customer feedback, achieves top scoring service metrics. Colleagues being aware of service STARS expectations.

We’re *better* every day

Role responsibilities:

- **Effective monitoring and control of costs**; demonstrate sound financial management, making informed decisions that optimise resources and drive store performance, aligning with business goals. Maintains accurate stock management and cash handling procedures.
- **Driving a selling culture**; creating a clear focussed plan inclusive of all colleagues to be responsible for growing sales. Being aware and reacting to local trading impacts, community needs and competition activity.
- **Be a Co-op Brand Ambassador**; leading by example in promoting the brands values and image of the Society, inspiring the team to represent the store with pride and professionalism. Making sure the store is set up and maintained throughout the trading hours and colleagues are complying with the standards of appearance.

Success measures:

- ✓ Delivers store financial scorecard targets for operating costs. Minimising leakage and controlling cash costs.
- ✓ Delivers sales and profitable growth with an effective local sales plan.
- ✓ Achieves consistent high standards visits and positive customer feedback.

We're a **caring** community

Role responsibilities:

- **Commitment to Health and Safety and Security**; prioritise the well being of customers and colleagues by completing daily and weekly legal checks diligently to maintain a safe, clean and compliant environment. Ensures every team member is aware of security protocols and with full use of loss prevention methods and tools.
- **Inclusive leadership**; value diverse perspectives and encourage team input, making everyone feel included in the store's success. Actively apply a non bias approach to recruitment and development. Actively participate in community initiatives and encourage the team to support local events.
- **Managing absence**; ensures all duty colleagues manage shift absence effectively and actively promote health and wellbeing benefits with all colleagues. Maintaining a fair and flexible approach to scheduling, with all absence procedures followed.
- **Promote sustainability**; lead sustainable practices within the store, reducing waste and promoting self sufficiency initiatives.

Success measures:

- ✓ Low quartile incidents with accurate and timely recording. Green audits / ARCC compliance, with colleagues feeling safe and engaged.
- ✓ Green Inclusion measures with high engagement from colleagues and community activities in place.
- ✓ Achieves absence targets and minimising service disruption.
- ✓ Energy and consumable cost controls achieved. Colleagues aware and involved in sustainability focus.

We work together with **purpose**

Role responsibilities:

- **Collaborative team building**; Foster a strong team spirit by promoting open communication, mutual respect and shared goals, actively supporting our Difference Maker culture.
- **Team development**; grow colleague's capability through training, development and performance reviews, maintaining a development succession plan.
- **Performance coaching and accountability**; set clear expectations on timescales and outcomes, provide constructive feedback, and support team members journey to excellence. Foster accountability and celebrate achievements. Address poor performance of colleagues in accordance with Society policy.
- **Organisational efficiency**; optimize scheduling and resource allocation to meet business needs leading flexibility discussions. Proactively manage absence with colleagues while support team well being.

Success measures:

- ✓ Exceed engagement benchmark score, up to date communication tools in place.
- ✓ Training compliance, low turnover of colleagues. Let's talk compliance completion. Active succession and development plan.
- ✓ High engagement and productivity measures consistently achieved.
- ✓ >100% productivity, and STARS customer service metrics