**JOB DESCRIPTION**

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| Title: | Store Manager |
| Reports to: | Board of Directors (a delegate to be provided) |
| Date Prepared: | 25 August 2021 |

**Job Objective**

The objective of the Manager position is to ensure and facilitate the Blue Mountains Food Co-operative Ltd (BMFC) meeting the objective as outlined in Rule 3 of the BMFC Rules “Primary Objective”, to provide high quality food and ecofriendly products to members and the local community.

Specifically:

* Manage both the main and Big Little Stores.
* Grow sales and increase profitability of the store and achieve the financial year’s sales and profit targets.
* Optimise the Stock carrying capacity of the Store/s.
* Improving operational procedures in the BMFC Operations Manager Manual.
* Ensure all staff undertake the day-to-day jobs checklist, follow the BMFC Operations Manager Manual, deliver a good customer shopping experience, and maintain standards of BMFC.
* Ensure all Human Resources (HR) and Work Health and Safety (WHS), policies and procedures are complied with.
* Adherence to these goals leads to consistency and growth.

**Job Standards**

* You must comply with BMFC dress policy as defined in the operations manual.
* You must be punctual. Where you are unable to be on time you must advise your junior Manager as soon as practicable.
* We value people and require our employees to always show good manners to our customers, volunteers, suppliers and fellow staff members.

**Responsibilities**

Your duties include the following responsibilities:

**Operational Duties**

* Oversee the placing of stock orders.
* Identifying new optimum stock lines and discontinuing unprofitable line items.
* Managing roster and staffing matters.
* Following the BMFC Operations Manager Manual to ensure the shop is presented to the agreed standard. This includes continual review of key areas such as fruit and vegetables to ensure they are presented to a high standard and wastage is minimised.
* Organising Staff Rosters to ensure that cost of labour is maintained at the agreed budgeted hours.
* Making sure store staff are delivering a good shopping experience for customers.
* Serving customers and spend most of your time on the shop floor.
* Any other business activity required to ensure an excellent customer service experience and growth.
* Making handwritten changes, for later update to the manuals as the changes occurs.
* Keeping staff turnover low.

**Compliance**

* Ensure compliance with all relevant local, state, and federal legislation especially that related to HR, WHS, privacy, food safety and labelling.
* Immediately report to the Board, any concerns regarding non-compliance with either BMFC Policies or legislation.
* Conduct or delegate monthly WHS inspection of the store and resolve any safety concerns in a timely manner.
* Maintain all policies and procedures

**Human Resource Management**

* Effectively manage staff and volunteers, exercising key responsibility for recruitment and selection, performance management, motivation, staff welfare.
* Liaise with HR Director in relation to counselling and disciplinary action, training, WHS, and worker compensation claims as per policies.
* Prioritise training needs and organise training/workshops within training budget.
* Develop effective staff levels, shifts, and rosters that allow for the best possible customer service within the wages budget and allow staff to meet the workload effectively and safely.
* Conduct staff performance reviews in accordance with the BMFC’s Performance Management Policy with a focus on WHS, skill development, training, and succession planning. Delegate tasks where appropriate to promote staff skills development and job satisfaction.
* Arrange appropriate cover for staff taking annual or personal leave. For Coordinator roles this may involve the Manager taking on some extra tasks, delegation to a trainee, and/or sharing out tasks to other senior staff members.
* Oversee Volunteer Co-ordinator to actively recruit and coordinate volunteers for specific tasks.
* Ensure all volunteers are adequately supervised and supported, and aware of the BMFC Volunteer policies and their rights and responsibilities.
* Investigate any significant till variations and take appropriate action as per the BMFC’s Grievance policy.
* Oversee and coordinate annual stock take ensuring that stock take is as accurate as possible, and the procedures are in place for checking the final totals.
* Ensure currency of employee pay rates according to the Fair Work Commission General Retail Industry Award 2020.

**Customer Service**

* Ensure a high standard of customer service is provided to BMFC members and members of the broader community.
* Ensure adequate processes for customer/member ideas, feedback, and complaints.

**Other Operational Responsibilities**

* Develop a comprehensive understanding of BMFC operations by working in the shop engaging with customers and staff.
* In conjunction with the Administrations Manager, oversee delivery of the stock-control, IT systems, education and information, sales, marketing, and member relations systems and procedures, to ensure that the goals of the BMFC are achieved in an efficient manner.
* In conjunction with the Administrations Manager, ensure adequate security of the BMFC store including issuing of keys and codes and maintaining currency of contract with security provider.
* Be on call for any security breaches as advised by the co-op’s security company.
* In conjunction with the Administrations Manager, ensure policies and procedures are developed and regularly revised to ensure efficient and effective achievement of key responsibilities and expectations.
* Manage ongoing maintenance of store: liaising with contractors, ensuring research and purchase of new equipment, when necessary, rubbish removal, pest control, etc.
* Carry out any other reasonable request by the Board of Directors.

**Delegations**

* Authorising expenditure of up to $2,000 in line with the approved budget.
* Oversee all operations of the Co-op store, including inventory control, opening hours, number of staff, WHS, etc.
* Recruitment and performance management of staff as per policy.

**Physical Demands**

When working in the shop you will need to stand for extended periods of time, lift up to 25kg and climb step ladders to access stored products.

**Communications**

* Model effective communication.
* Provide monthly reports to the Board in relation to the Store/s performance
* Convene and attend staff meetings as required and ensure timely preparation and delivery of meeting agendas and minutes.
* Prepare staff memos as required to inform staff of any relevant information outside of staff meetings.
* Act as the primary communication channel between the Board and Staff; ensure there is consultation on key decisions and that information about decisions is open and transparent.