 Position Description

Store Manager

Responsible To: Operations Manager

Primary Objective:

Accountable to drive profitable outcomes for the local community, which is achieved through effective store operations and high level customer service. To accomplish this, this position will ensure effective implementation and management of retail operations, policies and procedures as well as develop local store initiatives.

The position also works closely with the Precinct Manager to help ensure all Precinct operations are coordinated and align to the Precinct Business Plan.

Key Accountabilities:

Relationships

* Foster healthy relationships with the Hermannsburg community members and community leaders;
* Build strong networks with community members at all levels;
* Work collaboratively with the operations Manager to achieve a healthy and viable store;
* Promote a knowledge, understanding and respect for the Indigenous culture;
* Build strong networks and effective relationships with Government Officials and business leaders

Store Operation

* Manage the operations of the Hermannsburg store agreed retail operations objectives including but not limited to sales, wages, expense control, stock control, recruitment, training and development on a monthly basis;
* Keep accurate financial records of all aspects of the store including but not limited to balance tills, ATM and safe;
* Complete and submit timesheets, new employee paperwork and separation/termination of employee’s;
* Implement agreed initiatives and strategies in line with store operations;
* Implement and maintain company stock and inventory management policy;
* Ensure company merchandising standards are implemented and maintained;
* Effectively lead and develop staff to ensure optimum employee satisfaction and productivity;
* Manage staff and rosters ensuring adequate staff planning, based on sales volume and; contingency for unplanned absence’s;
* Monitor food handling and hygiene in line with company policy;
* Ensure regular servicing and maintenance of equipment;
* Conduct WH&S reviews to ensure a healthy and safe place for all employee’s;
* Recruit, train and develop local Indigenous staff where viable;
* In conjunction with other Lutheran agencies coordinate and oversee volunteer activities in the community.
* Within the context of available resources and budget priorities, ensure the repair and maintenance of FRM assets, both owned and leased.
* Ensure an effective working relationship with the FRM Operations Manager.
* Support and oversee any FRM capital developments in conjunction with the FRM Operations Manager;
* Submit a written report to the Operations Manager for Finke River Mission board meetings;
* Any other duties as may be directed by the Operations Manager and / or the FRM Board from time to time

Policies & Procedures

* Comply with all FRM operational policies and procedures;
* Carry out all duties in accordance with FRM safety, environmental and quality policy, safety principles, corporate values, code of conduct business objectives;
* Ensure policies and procedures are implemented to protect employees, FRM reputation, regulatory requirements, property and profit.

**Other Conditions**

* HR licence or ability to obtain.
* Experience with retail grocery management.
* Stock control expertise
* Knowledge of cultural backgrounds