

Hastings Co-operative Limited

Position Description

Rural / Hardware Manager

Reporting to: Energy & Rural Division Manager

Received & Accepted by:

Signature:

Date:

JOB PURPOSE

The primary function of the position is to provide visible leadership to your team, ensuring sales are maximised, losses and expenses are minimised and customer expectations are always exceeded. Provide consistent people management strategies creating a climate for individual growth and development. Responsible for demonstrating a personal commitment to workplace health and safety and promoting a positive safety culture amongst the team.

SUMMARY OF RESPONSIBILITIES

- Represent the Co-op in a professional and courteous manner
- Communicate the direction, objectives and performance of the business
- Motivate and encourage team members to perform at their best
- Ensure a climate is created which supports teamwork and open and honest communication
- Responsible for managing customer inquiries, special requests and complaints
- Roster and Leave Management
- Supplier liaison
- Stock control
- The professional presentation of staff, premises and product displays
- Adherence to Company Policies & Procedures
- Operation of Plant, equipment & vehicles
- Training and Development
- Reporting and Documentation
- Pro-active in maintaining exceptional workplace health and safety standards (WH&S section)

SPECIFIC RESPONSIBILITIES

- Project a professional image demonstrated by your presentation and positive attitude at all times
- Hold regular staff meetings to review financial, operations and safety performance and to discuss forward planning and objectives to ensure the team is aligned with business objectives
- Lead by example, displaying a positive attitude and interacting with team members daily to encourage positive engagement, to provide immediate feedback on performance and to address any issues as they arise
- Encourage team members to offer assistance to customers and colleagues, not wait to be asked
- Handle specialist customer inquiries and any complaints in a professional and helpful manner and assist staff when faced with difficult or challenging situations

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- Produce rosters to ensure sufficient staff are available to meet the demands of the business, while remaining conscious of fatigue management and budgetary constraints. Monitor leave accruals and ensure leave is taken appropriately
- Primary point of contact for product suppliers and relevant price negotiations to ensure best pricing
- Responsible for ensuring accurate records are maintained of stock sales and movements, and an investigation is carried out expediently when a discrepancy arises
- Responsible for ensuring team members are wearing the appropriate uniform, in the appropriate manner and the premises are clean, tidy and free of hazards, while stock is correctly placed, and displaying the appropriate ticketing/labelling
- Ensure everyone is aware of company policies and procedures, complies with them at all times and is made aware of any changes and amendments as advised by HR Department
- Oversee the safe and compliant operation of all plant, equipment and vehicles, ensuring pre-start checks and documents are completed, only qualified and authorised personnel operate such equipment and all service intervals are maintained
- Attend mandatory training appropriate to the position and actively seek personal development opportunities
- Other duties within your skill set and knowledge as directed by the Division Manager
- Any incident, situation or circumstance out of the ordinary is to be reported and documented

RISK MANAGEMENT & WHS

- Ensure the correct PPE is always worn by all staff when active around the site
- Ensure the use of the appropriate equipment for the task and report any deficiency as soon as you become aware of it
- Hold/attend staff meetings when scheduled and contribute to safety & compliance issues
- Maintain a clean and tidy workplace, remove/isolate trip hazards and obstacles likely to cause harm
- Monitor safety & compliance around the workplace and intervene if you believe colleagues or customers are at risk of injuring themselves or others, or of causing damage
- You have a duty to report to the Division Manager if you do not feel fit for duty at the earliest opportunity
- Any issue, incident, near miss or hazard is to be reported immediately to your supervisor
- Abide by all Hastings Co-op Policies and Procedures and seek advice if uncertain of any item

LOSS PREVENTION

- Notify the Division Manager if you suspect/observe any unlawful behaviour by anyone on site
- Ensure company policies and procedures are strictly adhered to regarding stock control, stock security, refunds and other activities relating to stock or money
- Ensure security is maintained at all times by remaining aware and observant of customers and their movements in the yard and the store

KEY SKILLS REQUIREMENTS and QUALIFICATIONS

- Ability to lead and work with a team of mixed skilled personnel
- Ability to perform both regular and non-routine tasks with only general guidance and supervision
- Excellent communication and customer service skills
- Well-developed time management skills, with the ability to adapt to changing priorities
- Well-developed numeracy skills

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- Sound understanding of POS & cash management equipment
- Sound understanding of WH&S
- The ability to write comprehensive and accurate reports as required of the position
- **QUALIFIED/TRAINED OR WILLING TO UNDERTAKE TRAINING IN THE FOLLOWING KEY AREAS**
- First Aid
- Competent in the identification and use of basic firefighting equipment
- Armed Holdup
- Manual Handling
- Operation of a forklift
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POLICY SIGN OFFS

Code of Conduct

Workplace Bullying

Surveillance

Drug and Alcohol

WH&S

Other Policies relevant to the specific position amended or introduced during the term of employment.

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KEY PERFORMANCE INDICATORS		
Key Performance Indicator	Operation of KPI	Measured By
Responsible for presenting a professional image and providing a positive customer experience. Engagement with colleagues and subordinates to contribute to a cohesive team environment.	Actively engage customers in a positive manner and provide exceptional service on every occasion. Offer assistance to colleagues and guidance to subordinates willingly.	Zero customer or colleague complaints regarding attitude, presentation, or lack of assistance or guidance.
Responsible for maintaining both the collective and individual performance of team members in their provision of a professional service to customers	Staff receive suitable training and guidance to perform to the best of their ability and they receive regular and annual performance and development reviews	All staff attend a performance review on or around the anniversary of employment. Zero complaints received relating to lack of guidance or development opportunities
Responsible for the presentation of products on display, ensuring accurate description and ticketing, and stock levels are maintained to meet customer demand. Assistance and guidance are given to team members to achieve desired results	Monitor shop sales and replenish stock as required or requested, ensuring stock is brought forward & rotated to minimise write offs. Tired or damaged product descriptions/pricing to be removed and replaced at the earliest opportunity.	Zero customer complaints regarding lack of product availability or product information from customers or complaints from colleagues about lack of support in relation to stock presentation or replenishment.
Responsible for the professional presentation of personnel, the site and all facilities, with particular attention to the safety and security of staff and customers	Staff are consistent in their personal presentation and uniform standards are maintained. Housekeeping tasks are completed on time and stock is never left on the dock awaiting attention. Work areas to be clean, tidy & free of trip hazards.	Zero customer complaints regarding hazards or presentation of facilities. Management/supervisor checks. Zero incidents arising from a poorly maintained work area.
Demonstrate leadership in the safe and Compliant operation of the Rural Supplies business. Risks are minimised and policies and procedures followed.	Active participation in and promotion of exceptional standards of workplace health & safety and participation in staff/safety meetings	Zero personal 'at fault' incidents or near misses. All assigned WH&S tasks are completed on time, accurately and are kept up to date.
All management and operational reports and documentation are completed on time and accurately	Accurate and detailed information is compiled as required or requested by senior management. Contribution to budget preparation as requested by Divisional Manager	Reports and written data are presented on time without the need to be chased or re-worked due to inaccuracies.