

# Job Description: Assistant Manager Designate



**Reporting to:** Store Manager Designate

**Location:** Various store locations within ...

## General Description:

The main objective of the position is to support the Store Manager in the day to day operation of the store. As Assistant Manager you will understand all store management functions, and to deputise in the absence of the Store Manager. Working under the direction of the Regional Manager and Store Manager, you will develop your experience across a number of stores and functions within a geographical region. As an assistant store manager designate you will undertake a number of duties that ultimately builds your career path into an Assistant Manager.

## Job Overview:

- ☐ Working in multiple stores to improve a stores performance and its commercial opportunity.
- ☐ To lead, coach and develop the teams to maximise productivity.
- ☐ Demonstrate drive and enthusiasm and be able to inspire others to deliver on excellent customer engagement.
- ☐ To proactively support stores using all possible means.
- ☐ Support all stores to achieve their KPI's and set business objectives.
- ☐ Cover stores for holiday cover, illness, and general support.

## What will you need:

- ☐ The ability to grow into an instrumental leader within a management role as part of a Business Centre Team.
- ☐ A practical and methodical, hands-on approach to your work, always planning to achieve outstanding customer service.
- ☐ Excellent people skills to communicate confidently and clearly with your colleagues to share key information and instructions, and to always go the extra mile for our members and customers.
- ☐ A highly professional work ethic, awareness of company policies and procedures and the determination to always carry out your work and plans to the best of your ability.
- ☐ A pro-active approach to solving problems, dealing with unexpected challenges and taking responsibility for achieving results.
- ☐ The ability to co-operate with your colleagues creating a one team culture to get the best from people.
- ☐ An understanding and appreciation of our agriculture heritage.
- ☐ The flexibility to travel within region on a regular basis undertaking various tasks at each location.

## Responsibilities will include:

### Sales;

- ☐ Maximise store sales and achieve margin expectations.
- ☐ Contribute to the creation and delivery of the sales budget.
- ☐ Analyse and interpret financial data to drive performance.
- ☐ Communicate financial performance to the team.

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- Achieve Company visual merchandising standards.
- Minimise gaps and maximise stock availability.
- Manage promotions, product seasonality and events.

## **Customer service;**

- Ensure high standards of customer service and satisfaction are consistently delivered.
- Deliver feedback to ensure the team are aware of store and individual performance using the current business tools.
- Handle customer complaints in accordance with Company policy.
- Foster strong links with the local community.

## **Human Resources;**

- Recruit and select new team members.
- Identify training and development needs.
- Manage statutory training requirements.
- Develop and coach as required.
- Contribute to the creation and delivery of the store succession plan.
- Conduct probationary and annual performance reviews.
- Performance manage the team in accordance with company guidelines.
- Manage timekeeping and attendance.
- Process all Human Resources administration.
- Take responsibility for self-development.

## **Financial Management;**

- Contribute to the creation and delivery of the Financial Plan.
- Analyse and interpret financial data.
- Manage costs and control store expenditure.
- Manage stock levels and stock turn.

## **Stock Administration;**

- Ensure stock file integrity.
- Contribute to the creation and delivery of the stock adjustment plan.
- Plan and administer the stock take schedule.
- Complete management stock administration tasks.#

## **Health and Safety;**

- Comply with all policies and implement Company procedures.

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- Ensure that stores are safe and ready to trade on a daily basis.
- Ensure the store Health & Safety schedule is completed.
- Action all Health & Safety audits within required timescales.

## General Administration;

- Adhere to cash control procedures.
- Carry out store key holder responsibilities.
- Understand and ensure implementation of all Company processes and procedures.

## General Administration;

- Contribute to the creation and delivery of the store Business Plan.
- Daily organisation of the team and store operations.
- Deliver store communication protocols.
- Manage store security.
- Action store audits within required timescales.
- Liaise with head office personnel and any external authorities.
- Attend meetings and training as required.
- Involvement in projects as required.

## Specific Training Requirements;

- AMTRA (Veterinary medicines qualification)
- First Aid
- Fork Lift
- IOSH
- BII – Alcohol Licence (As required)
- Basic Food Hygiene Certificate (As required)

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## Personal Specification:

Requirement	Essential	Desirable
Qualifications;		
NVQ or equivalent in retail		✓
AMTRA and BASIS qualification		✓
Experience;		
At least 1 years' proven supervisory / management experience within a comparable role	✓	
Experience of management with stock	✓	
Proven track record of delivering sales targets	✓	
Knowledge of the agricultural and countryside marketplace		✓
Knowledge / Skills;		
Awareness of Data Protection / GDPR	✓	
Health and Safety awareness	✓	
Strong IT skills	✓	
Good communications skills with a wide variety of individuals	✓	
Strong retail disciplines with a passion for customer service	✓	
Able to manage a budget and reconcile daily / monthly returns	✓	
Able to successfully merchandise a wide range of goods	✓	
Ability to prioritise workload and work under pressure	✓	
Personal Attributes;		
Confidence and ability to lead, motivate and inspire enthusiastic teams in providing sales support and customer service	✓	
Must be able to work on own initiative and find solutions to problems	✓	
Other:		
Ability and confidence to use Microsoft packages	✓	
Willing to participate in presentations	✓	
Current driving license	✓	
Must be prepared to travel for business purposes	✓	
Possesses presence in meetings and able to make an impression		✓

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## Behaviours for the role and in line with the Mole Way:

- **Put Customers First** – being approachable, respectful, and friendly. Providing an unparalleled customer experience. Placing the customer at the heart of the business process.
- **Be Honest** – being genuine, fair, and trustworthy. Operating professionally whilst communicating openly in a positive manner. Face challenges and issues but driving change and building sustainable relationships.
- **Show Commitment** – being attentive, supportive, and loyal. Working to achieve results and sharing clear directions and goals. Collaborating with teams within the business to embrace change to achieve results.
- **Be knowledgeable** – being informed, dedicated and authoritative. Recognising that the development of capability drives business success. Takes action to establish a high-performance, engagement culture within the organisation.
- **Be courageous** – being challenging, passionate and creative. Being innovative and creative and delivers on commitments, uses flair and passion to drive change.
- **Offer solutions** – being innovative, informed, and progressive. Understands how their activities fit with business plans and analyses what is required to deliver effective outcomes. achieves high quality outcomes in appropriate timescales and identifies ways to improve effectiveness and efficiency.

## General:

- To be an ambassador for our key values and principles.
- To be aware of and comply with company procedures and instructions and all staff notices which will be displayed on the works notice board.
- To be aware of and act in accordance with good health and safety practices, fire and first aid procedures including the wearing of protective clothing where applicable.
- To be present and ready to commence work at the specified time each day and to continue to work effectively until the specified time to leave.
- To be prepared to work after normal hours and on weekends as may be required.
- To recognise and protect the confidentiality of any and all information pertaining to the operations of Mole Valley Farmers.
- To be a conscientious member of staff and be prepared to be flexible in carrying out any other duties that may be required from time to time.
- To observe at all times the requirements of the terms and conditions of your employment.
- Training will be given on existing and new products so that you can feel confident as an expert in your field.

This role may be required to work additional hours as per the demands of the role. This job description covers the main requirements, but it is not exhaustive and may be subject to changes of definition as may become necessary from time to time.