

East of England Co-operative

Job Description – Assistant Manager (Food)



Location	Supermarket
Department	Food
Reports to	Branch Manager

Job Purpose:

Assistant Managers play a leading role, supporting the Branch Manager with the entire running of our larger stores. They will lead the team on a day-to-day basis, ensuring that the branch maximises sales opportunities, achieves its KPIs, remains compliant and strives to deliver excellent service to our members and customers at all times.

Principal Accountabilities:

You are expected to participate wherever the need arises and you will be required to get involved in all aspects of the store's operation (which may include additional services, e.g. Subway, Post Office).

Accountability 1: Customer Service

- Encourage a culture within the branch that puts our members and customers as the top priority.
- Contribute positively to customer experience by setting high standards through own performance, developing and encouraging colleagues to be friendly and helpful with customers.
- Monitor the branch (including queues) and redeploy colleagues as necessary.
- Manage complaints and compliments promptly and effectively, ensuring colleagues are updated accordingly.
- Engage with customers to ascertain their feedback on their shopping experience with us.
- Encourage customers to become members, engaging fully with membership campaigns in-store.

Accountability 2: Branch Management / Performance

- Lead and co-ordinate day-to-day activities of the branch in line with its priorities.
- Actively contribute towards the achievement of the branch's Key Performance Indicators, striving to achieve maximum financial performance through cost management.
- Promote and manage a consistent brand image throughout the branch.
- Maintain stock levels in line with customer demand, ensuring that these are compliant with Society space planning requirements.
- Control the condition of stock and minimise wastage/loss by ensuring that good handling, rotation, storage and security routines are followed.
- Implement price changes and undertake regular audits to ensure accuracy and compliance; take corrective action as required.
- Identify key opportunities and threats to the branch and take action (e.g. competition, roadworks, local events, etc.).
- Manage personnel costs; ensuring that the branch is resourced to an optimum level, taking account of absence, key events, etc. when scheduling.
- Implement positive changes which improve the branch's operation and overall service offering.
- Support in-store promotions and campaigns making sure colleagues are fully engaged (e.g. fundraising, Locally Sourced fortnight, charity token scheme).
- Ensure that deliveries are received in to the store efficiently and that any warehouse/back areas are well-stocked and organised.

Accountability 3: People Management

- Ensure colleagues receive regular feedback regarding their performance.

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- To act as an 'ambassador' for changes in-branch, fully communicating the details to colleagues and taking on their feedback. Monitor the implementation, ensuring changes 'stick'.
- Effectively communicate with colleagues so they are fully aware of the priorities, performance and goals of their branch, as well as the overall Society.
- Strive to achieve high engagement, taking account of colleague feedback and survey results.
- Support colleagues with their own development goals (e.g. through coaching, arranging additional training opportunities).
- Promote a flexible approach to working.
- Conduct return to work interviews, as required.
- Manage colleague performance, absence, capability and conduct in agreement with the Branch Manager (this will involve conducting formal meetings).
- Conduct annual Performance & Development Review meetings with colleagues, ensuring that constructive feedback is shared, understood, documented and acted upon.
- Support recruitment activity in-branch in line with best practice guidelines, ensuring we hire the right people for our business.
- Spend time with new colleagues so their induction is as effective as possible. Ensure that probationary review meetings are held and that follow-up/further action is carried out.
- Facilitate and encourage colleagues to participate in requisite training.

Accountability 4: Compliance

- Responsible for consistent high standards of cleanliness, housekeeping and food hygiene.
- Responsible for branch compliance with all statutory and Society processes and procedures including Health & Safety, food safety, cash management, stock control and security. This will include overseeing age-related sales as part of the Society's Challenge 25 policy.
- Ensure all safety and security related accidents, incidents or significant occurrences are reported in accordance with the Society's procedure.
- Strive to achieve consistently high compliance audit scores, ensuring all findings/failings are rectified.

Additional Requirements:

- To participate fully in the branch management rota; this will require flexibility to ensure the branch's trading hours are covered.
- Flexibility to cover other sites, as required.
- To act as the qualified First Aider on shift (full training will be provided).
- Deputise for Branch Management, as required.
- Fully participate in the 'Know-How' training programme.

*Performance in your role depends as much on **how** you perform as well as **what** you do. Use your skills and behaviours to be a positive member of your team, being a role model for the Society's ethics and values.*

Essential Skills, Knowledge & Experience:

- Team management/leadership experience?
- Experience of working in a food retail or customer service environment?
- Commercial awareness?
- Great interpersonal skills, able to effectively communicate with customers and lead colleagues.
- Commitment to delivering excellent standards of service.
- Decision-maker.
- Driven, determined and resilient.
- Good level of numeracy and literacy.
- IT literacy.
- Flexibility regarding working hours.

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Desirable Skills, Knowledge & Experience:

- Experience of managing/leading a food retail environment.
- Experience of using bespoke IT systems, e.g. stock management, time and attendance.
- Experienced at supporting colleagues/teams through periods of change/other pressures.
- Awareness of relevant compliance/legislative issues (e.g. Health & Safety, food safety, age-related sales).
- Self-aware, with commitment to continued professional and personal development.

This job description is not exhaustive but outlines the key accountabilities for this role which may be subject to change according to the needs of the Society.