



POSITION DESCRIPTION

POSITION TITLE	Night Fill Manager
STREAM	Management
CLASSIFICATION	Retail - Collective Agreement
FUNCTIONAL AREA	Various Locations

1. POSITION PURPOSE

The Night Fill Manager is responsible for the total operations and management of fillers, which includes hiring, induction, coaching/counselling, training/skill development, performance management and rostering.

Manages the night fill team to ensure an unprecedented shopping experience for the customer; to promote sales; and to achieve sales budgets, labour goals, and customer service.

2. POSITION RESPONSIBILITIES

This will involve:

- Maximising profitability by effectively managing wages, rostering, controllable expenses, budget allocations and ensuring employees are coached to exceed sales and KPI targets.
- Leading, recruiting, inducting, training, supervising and developing employees within area of responsibility.
- Administer formal performance management programs.
- Ensuring employees adhere to CRG policies applicable to their employment. Policies include: an Employee Code of Conduct, which covers core values, ethics and appropriate standards of workplace dress & behaviour.
- Providing outstanding customer service to customers and ensuring, at all times, that the company is positively promoted.
- Liaising closely with stakeholders to ensure customer needs are met.
- Stock Control: responsible for ordering, presentation and merchandising.
- Food handling of products from all categories within the grocery department.

- Regularly managing reporting of the financial actual versus budget results.
- Maintaining a hygienically clean and safe working environment by adhering to HACCP policies and procedures, monitoring of products and recording of results.

3. REQUIREMENTS OF THE JOB

3.1 Core Behavioural Competencies

Leadership and Team Building

- Inspires individuals and teams to work towards visions and objectives
- Implements business / team structures and roles that enable the achievement of agreed objectives
- Builds effective, diverse teams with appropriate competencies and skills
- Manages business performance objectives and outcomes including re-alignment
- Directs and coaches business teams to achieve results
- Measures and celebrates success
- Assists business teams and functions to develop organisational unity
- Demonstrates leadership competencies and fosters leadership skills across the business

Client Service and Satisfaction

- Manages internal and external client requirements and relationships
- Identifies target client groups and needs
- Manages client service strategies
- Monitors and evaluates the quality of client service and implements continuous improvement
- Solicits feedback to identify and manage operational and business improvement

Relationships and Business Development

- Manages idea generation to broaden and develop business relationships and networks
- Builds strategic business alliances to facilitate achievement of organisational objectives
- Explores, evaluates and generates new business / client opportunities
- Understands and manages competitors, market segment and business risks

Personal Management

- Defines and demonstrates professional work standards and behaviours
- Manages time utilisation and prioritisation to achieve agreed results / outcomes
- Builds self confidence and awareness
- Demonstrates commitment and enthusiasm to achieving organisational / business goals
- Achievement orientated
- Sets standards of excellence through benchmarking and striving to achieve best practice
- Ensures highest level of quality is achieved
- Manages strategic process improvement and review

Problem Solving

- Facilitates creative and innovative thinking at the organisational / business unit level
- Uses analytical and conceptual thinking skills and tools
- Develops and manages effective and reliable information gathering mechanisms
- Interprets information critically
- Uses accurate problem diagnosis methods
- Exercises sound judgment
- Fosters ownership of problem solving solutions and outcomes

Decision Making

- Ensures team and business decisions support organisational values and priorities
- Reinforces flexibility in decision making
- Identifies and manages urgencies in decisions
- Facilitates team and individual decision making capability
- Communicates organisational and business decisions to relevant others in an effective and timely manner

Planning and Organising

- Works with a proactive and strategic mindset
- Develops strategies to manage achievement of business objectives and priorities
- Manages projects, initiatives and programs to achieve agreed outcomes
- Achieves outcomes / results that reflect agreed business strategy and objectives
- Seeks feedback and input in the development, management and evaluation of change
- Creates a learning environment
- Identifies and develops skills and competencies at the business unit level required to meet current and future organisational requirements

3.2 Core Technical Competencies

- Hands-on supermarket experience in a high volume operation with good product knowledge.
- Demonstrated experience in effective coaching, leading and motivating employees.
- Sound understanding of stock management and rotation principles.
- General computer skills and knowledge of Microsoft applications (word, excel, outlook etc).
- Full understanding of customer service philosophy and procedures.

3.3 Special Conditions

- Must be available to work a seven (7) day roster – working times will vary between the hours of 12 noon and 12 midnight unless changed via a CRG Enterprise Workplace Agreement.

- Occasional overtime work may be required.
- CRG Incorporated may require you to carry out other duties as directed that are commensurate with the skills and competencies of the classification level;
- Maybe required to do additional travel to meet the requirements of the position.
- Regular and repetitive lifting – must be physically fit.

3.4 Qualifications

- Certificate in Retail Operations, or willingness to undertake study to acquire.

4 REPORTING RELATIONSHIPS

- Is directly accountable to the Senior Business Manager.
- Works closely with Co Managers, and other Departmental Managers.
- Supervises employees within area of responsibility.
- Has an external relationship with company representatives.

5 AUTHORITY AND ACCOUNTABILITY

- Authority to work within the scope of the position description within a team environment.

6 OCCUPATIONAL HEALTH, SAFETY & WELFARE

The Manager must take reasonable care to protect their own health and safety, and the health and safety of others who may be affected by their actions or omissions at work.

In particular, the Manager must:

- Comply with statutory and organisational requirements, procedures and rules introduced to protect the health and safety of people at the workplace including the public.
- Use equipment provided to protect health and safety.
- Follow reasonable instructions given on health and safety.
- Ensure they are not affected by alcohol or another drug so as to endanger themselves or others.
- Report accidents injuries, property damage and health and safety incidents.

- Participate in activities associated with the management of workplace health and safety.

As a Manager the incumbent must:

- Ensure CRG Incorporated's OHS&W program for their area of responsibility is maintained, monitored for its effectiveness and regularly reviewed for its adequacy.
- Ensure CRG Incorporated's OHS&W program for their area of responsibility provides for the systematic identification of hazards and their risk assessment and control.
- Ensure proper induction and training of employees occurs, so they may work safely.
- Ensure accidents and injuries are adequately investigated and reported.
- Consult relevant employees when planning changes to the workplace, practices, procedures, plant, equipment and substances where these changes may affect the OHS&W of employees.
- Assist in the rehabilitation of injured employees.
- Ensure OHS&W is a regular Agenda item for employee meetings.

7 PERFORMANCE STANDARDS

The performance of the incumbent will be measured by:

- Achievement is in accordance with CRG's Strategic and Operational Service Plans, and the incumbent's Performance Management Program.
- The extent to which position responsibilities are achieved.
- The degree of professionalism, flexibility displayed.
- Reliability, quality, efficiency and courteousness of services delivered.
- Effective teamwork and contribution to the achievement of team goals.

Detailed Key Performance Indicators:

- Financially manage, monitor and improve the results of sales, wage control and costs within the department of actual versus budget.
- Operational Standards to be achieved and maintained throughout the week with operations, merchandising, equipment maintenance, staff presentation and performance and general housekeeping within the department.
- Ensure all relevant (1) food handling requirements and hygiene, and (2) workplace health and safety policies, procedures are maintained and achieved.
- Maintain all relevant and documentation according to CRG standards and legal requirements.
- Human Resources - manage and develop employees in the department, manage all behaviour standards and performance behaviour in accordance with CRG policies and procedures. Maintain a non hostile workplace free from bullying or harassment.

PRESENT INCUMBENT NAME	:	_____
PRESENT INCUMBENT SIGNED	:	_____
DATE OF APPOINTMENT	:	_____
WRITTEN BY	:	Mel Cant
ORIGINAL ISSUE DATE	:	December 2008
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