

Duty Manager (Fresh Food)

We are passionate about exceeding our customers' expectations and the successful candidate will be extremely customer focused, passionate about delivering a superior experience and inspiring others to do the same.

Responsibilities

- Undertake 'floor minding' shifts with full responsibility for opening and closing the Food Hall.
- Drive sales across the Food Hall ensuring that sales targets are met and exceeded through innovation, development and creativity - increase product knowledge and empower the team to assist customers and provide best advice on products and understand our customer base and where to upsell / cross sell.
- Deliver excellence in customer service and generating customer loyalty, ensuring that company policies and guidelines are adhered to and fostering the same 'yes' culture within your team.
- Completing rosters in-line with overall budget on the Bizimply time and attendance system. Ensuring a lean and effective labour model.
- Approving payroll on a weekly basis and liaising with payroll on any related issues.
- Managing staff holidays ensuring a balance between ensuring the team receive the appropriate time off and maintaining service levels.
- Ensuring your team are compliant with company policies, including uniform and presentation.
- Setting up of all planned promotional activity as per the monthly promotional calendar.
- Accountability for stock handling – meet KPIs/targets in relation to waste, shrinkage and transfers.
- Responsibility for ordering stock ensuring a balance between availability and preventing waste, especially of perishable items.
- Undertaking monthly stocktakes alongside the rest of the retail management team.
- Ensuring the look, feel and aesthetic of the various sections are attractive, well-stocked and on-brand.
- Ensure HACCP procedures are adhered to in all areas of the Food Hall, including temperature checks and ensuring there are no breaks in the cold chain and full traceability.
- Supporting Goods-Inwards – meeting deliveries and identifying products.
- Maintaining good standards of housekeeping, cleanliness, tidiness and ensuring that the shelves are faced-off and the correct ambiance is maintained (lighting, music etc.).
- Responsibility for cash in the Food Hall ensuring that correct procedures are adhered to at the end of day and for morning shifts and that any discrepancies are investigated.
- Dealing with any complaints that may arise in a proactive manner.
- Other duties as reasonably required.



The Person

- Enthusiastic, friendly, professional and approachable.
- Warm, vibrant, enthusiastic and welcoming to customers, and passionate about creating memorable experiences.
- A natural leader who can motivate and drive a team.
- Ability to communicate well with and work harmoniously with floor staff and management team.
- Excellent product knowledge and a passion for the product.
- Good attention to detail.
- Flexibility regarding working hours.
- At a minimum, previous supervisory experience and ideally 1 plus years' management experience.

We Offer

- A fun working environment.
- Flexible working hours.
- Competitive hourly rate.
- Discounted Food Hall purchases.
- Employee Assistance Programme.
- Company events & social gatherings (when allowed)
- The ability to move and grow within the business.