

## JOB DESCRIPTION

# CONVENIENCE / OFF LICENCE MANAGER

- Responsible for:** Assistant Managers, Supervisors, Sales Assistants and any other staff employed at your Store
- Responsible to:** Operational Manager & Area Support Manager
- Main purpose of job:** To promote and deliver the very highest standard of customer service and to maximise the profitability of your branch through the effective and efficient use of all available resources, while implementing the long and short term strategies of Wineflair (Belfast) Ltd.

### **Tasks/duties involved:**

#### **Customer Service**

- To offer an efficient and friendly service implementing company guidelines.
- To ensure customers are served as efficiently as possible by planning for busy periods and ensuring customer demands are met.
- To try to meet specific requests or demands of customers wherever possible.
- To respond to any customer queries or complaints as quickly and effectively as possible.
- To share product knowledge with customers where appropriate.
- To ensure the layout and appearance of the shop is appealing to customers
- To appear well presented and professional in terms of dress code at all times. Where a company uniform is provided it must be worn in accordance with company policy.

#### **Health and Safety**

- To understand and abide by Wineflair's Health and Safety at Work policy; ensure all staff are familiar with this and adopt a pro-active approach.
- To observe the highest standard of personal hygiene whilst on duty and comply with any Health and Safety or Company requirements concerning dress code.
- To understand the importance placed on site cleanliness and appearance due to Health and Safety legislation and to ensure that all areas of the premises (including staff areas, stockrooms, kitchens, w.c., yards and shop fronts) are kept neat, tidy and spotlessly clean.
- To understand and ensure compliance with the Licensing Legislation and Company Challenge I.D. Policy.
- To understand and ensure compliance with all 'Age Restricted' Legislation including Tobacco, Lighters, Fuels and Solvents.
- To conduct routine monthly inspections of the retail premises monitoring the physical condition of the premises and activities carried out at work. This includes controlling exposure to hazardous substances as defined by COSHH

regulations. Any hazardous conditions or action required must be reported to your Area Manager and the Human Resources Department.

- To ensure compliance with all Food Hygiene laws and regulations through implementing HACCP guidelines on identifying, controlling and monitoring possible hazards.
- To ensure that the correct manual handling procedures are adhered to by yourself and all staff at all times, including when receiving orders and replenishing stock.
- To maintain and replenish the Site First Aid Box and record all usage.
- To record all injuries and incidents in the Accident Book and ensure a copy of the Wineflair Accident/ Incident Forms are completed and returned to Human Resources.
- To be familiar with the location and use of all fire extinguishers and emergency/fire evacuation procedures.

### **Security**

- To ensure that Wineflair property and equipment are safeguarded at all times, monitoring any suspicious circumstances or potential security risk. Report to your Area Manager full details of any damage to property or persons, or loss of goods or stock and of persons responsible.
- To be familiar with the use of CCTV surveillance equipment, store security systems and safes.
- To ensure all security measure /procedures are implemented and used to minimise the risk of a security breach and ensure the safety of all staff and company assets.
- To maintain professional confidentiality at all times and not disclose confidential company information or material to any unauthorised person.
- To monitor and report any security issues and/or concerns to the Security Manager
- To ensure all staff adhere to all security procedures
- To ensure the correct security procedures are adhered to for counting and processing of Floats (Till & Petty Cash), Lodgements, Change Floats etc.
- To ensure that all security procedures are adhered to for Lodgement Security Lifts

### **Staffing and Training**

- To be able to work unaccompanied and use your own initiative.
- To ensure your Store is open for business throughout the prescribed opening hours, and to plan staff rotas so as to achieve the requisite level of staff cover with adequate coverage for holidays and sickness.
- To ensure that adequate staffing levels are maintained and to assist in the recruitment and selection of replacement staff as necessary.
- To be flexible in your shift patterns to ensure company policies and procedures and quality customers service are being complied with at all times.
- To ensure staff receive the full training required to do their job, including organising any formal or Health and Safety related training where required.
- To be fully conversant with all routine operational tasks performed by staff at the premises e.g. till operation, cash handling procedures, etc.
- To manage staff performance through clear communication of expected Wineflair standards and providing feedback on individual performance and progress while employed at Wineflair.

- To encourage teamwork to support the attainment of business objectives. Discuss site performance and sales achievements regularly with staff and encourage them to contribute ideas and suggestions for improvements.
- To effectively communicate relevant company information with all staff employed at your store and encourage good communication between staff members at all times.
- To be aware of and adhere to Wineflair's policies concerning harassment, equal opportunities, sickness absence and holiday entitlement and perform disciplinary and grievance procedures as necessary in accordance with company policy.

### **Administration and Accounting**

- To complete all Store paperwork and accounts accurately and promptly for submission to Wineflair Head Office as specified.
- To calculate and reconcile wage sheets, recording hours of employment in line with company procedure.
- To manage and record petty cash levels, ensure lodgements are made as agreed and all staff are paid correctly and on time.
- To identify reasons for cash and/or stock shortages and take the necessary steps to prevent repetition through training and supervision or disciplinary action if necessary.
- To follow up on Till / Cash Shortages with staff concerned and agree and arrange reimbursements
- To process all cash and credit/debit cards strictly in accordance with current company policy.
- To adhere or ensure adherence to company policy on stock ordering to maintain product stocks to levels which reflect demands in your Store.
- To place orders for your Store in line with company policy and to supervise and document the receipt of all goods delivered, promptly and correctly.
- Adhere to company scanning procedures.
- To assist with stocktaking as and when required helping ensure stock levels are accurately recorded and monitored.

### **Sales, Marketing & Stock Control**

- Take responsibility for reduction in Stock Loss through whatever means necessary – daily/weekly line counts, waste/damage control etc.
- Ensure all Voids & Refunds are checked and monitored
- To increase sales of all products wherever possible, by means of promoting customer loyalty and encouragement of new business.
- To merchandise products in an accurate and appealing way to capture the attention of customers and to achieve increased sales.
- To ensure staff and customers are aware of in store promotions or special offers through appropriate and full use of all approved promotional material.
- To ensure all promotions/special offers are administered correctly, are operational on the correct dates and sufficient stock is available to meet the potential increased demand for promotional goods.

- To ensure that no advertising posters/promotional material other than those authorised by Wineflair are displayed, and that all material is clean, properly displayed and up to date.
- To ensure shelves are clean, properly stocked and front facing, and that stock rotation is carried out on a regular basis.
- To monitor product ranking and profit margins and eliminate goods with weak sales performance as per company guidelines.
- To be aware of new products and seasonal stock and introduce as appropriate through consultation with your Area Manager and Wineflair approved sales representatives.
- To be aware of any trends or developments in the off sales/grocery market and forward any suggestions concerning new or current stock to your Area Manager or the Operations Director.
- To maintain an awareness of local competitor activity, informing your Area Manager of any changes or new developments.
- To maximise sales and stock control through efficient sales monitoring, commercial awareness and proficient ordering

### **Availability**

- To attend meetings and management development/training programmes as required by senior management.
- To perform keyholding duties as per your position.
- To be flexible in availability to cover absenteeism and work extra hours as required in your Store.
- To be flexible as regards to location of work and willing to assist in other Wineflair stores as and when required.
- To be availability and flexible throughout the week to provide support for your Store and Staff.

### **Finance and Administration**

- To ensure compliance with company policy on stock ordering, stock holdings and stocktakes, to maintaining product stocks to levels that reflect demand.
- To coordinate and supervise stocktaking as and when required to help ensure stock levels are accurately recorded and monitored.
- To ensure there is control and adherence to company policy of administration within your store, with particular focus on banking, petty cash, accounting paperwork, till/sale procedures and stock ordering.
- To complete when requested by Security Manager or your Area Manager an Audit at any store.
- To continuously look to suggest developments and improvements to current processes.

Any other duties relating to the position as may be deemed necessary by the management.

## PERSONNEL SPECIFICATION

### OFF LICENCE MANAGER

Criteria	Essential	Desirable
Qualifications/Attainments	<ul style="list-style-type: none"> <li>• Good standard of education</li> </ul>	
Relevant Experience	<ul style="list-style-type: none"> <li>• 1-2 years retail management/ supervisory experience</li> </ul>	<ul style="list-style-type: none"> <li>• Experience within the off sales sector</li> </ul>
Aptitudes and Abilities	<ul style="list-style-type: none"> <li>• Excellent customer service skills</li> </ul>	<ul style="list-style-type: none"> <li>• Computer literate</li> </ul>
Personal Qualities and Disposition	<ul style="list-style-type: none"> <li>• Ability to work unaccompanied on own initiative</li> <li>• Excellent interpersonal and communication skills</li> <li>• Ability to manage time effectively and prioritise/delegate tasks</li> <li>• Ability to work under pressure</li> <li>• Ability to work as part of a team</li> </ul>	
Circumstances	<ul style="list-style-type: none"> <li>• Good general state of health</li> <li>• Willing to work shifts</li> <li>• To be flexible as regards location and hours of work.</li> <li>• Able to act in accordance with Licensing Legislation and Company's Challenge I.D. Policy</li> <li>• Able to act in accordance with 'Age Restricted' Legislation (Alcohol, Tobacco products, Lighters, Fuels and Solvents)</li> </ul>	<ul style="list-style-type: none"> <li>• Driving licence may be required</li> </ul>