



Position Description: Assistant Store Manager

Location:	Site Based
Organisation:	ROC UK Limited / Ireland ROC Limited
Reports to:	Store Manager
Purpose of role	<p>To grow the business by ensuring the operation of a ROC store is carried out in accordance with the guidelines and principles of the organisation and by focussing the team on exceeding the targets set out in the Store Scorecard</p> <p>To work within the team in an enthusiastic and energetic way to ensure the safe, secure, efficient and effective operation of all aspects of the store</p> <p>To demonstrate customer focus by exhibiting a passion for service in each and every transaction and through a whole hearted contribution to the team effort</p>
Key Responsibilities and Accountabilities:	<p>This position will involve significant periods of time performing the role of Sales Adviser but with additional responsibilities including the supervision of team members</p> <p>License to Operate Work with the Store Manager to promote a safety and controls focused business.</p> <p>Develop safety culture to highest standards in the store</p> <p>Ensure implementation of /compliance with safety rules of engagement</p> <p>Promote quality Loss Prevention Observations, near miss reporting, use of Job Safety Cards and Last Minute Risk Assessments /safety walks/safety best practices implementation</p> <p>Coordinate timely management, escalation and investigation of safety, security or other Operations Integrity Management System related incidents – and communication of key lessons learned</p> <p>Ensure proper utilisation of safety captain and respond appropriately to safety ranger requests</p> <p>Secure timely investigation of cash or Product Inventory variances outside tolerance</p> <p>Secure implementation of controls rules of engagement and drive off best practices toolkit</p> <p>Secure timely recovery from failed CRAT</p> <p>Ensure implementation of Loss Prevention System and confirm that</p>



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employees understand and comply with requirements for reporting and investigating incidents

Ensure facilities are operated in accordance with regulatory and Company standards and appropriate steps are taken to identify and resolve maintenance and repair issues

Communicate, support and ensure implementation of all safety and security guidelines to the team as required

Follow and ensure team members follow all guidelines, procedures and other communications as advised by the Store Manager or company

Work continuously with the team to perform housekeeping of the store ensuring the presentation is to the highest possible standard of cleanliness and hygiene

Liaise with and support third party contractors, government agencies and ROC/Esso personnel to ensure continuous store operation: Follow up maintenance issues to ensure they are closed out in a timely manner

People

Engender, develop, support and implement the principles of excellent customer service and the "One Team" approach to ensure our passion for service is consistently delivered to every customer

Assist in staff training with particular regard to the exhibiting of a passion for service to all of our customers

Ensure all team members always contribute effectively to the delivery of excellent customer service

Act as a role model to the team when you fulfil customer needs in the position of a Sales Adviser

Ensure staff and personal presentation is of the highest standard in compliance with company guidelines

Manage the team on site effectively to ensure customers can use the facility at all standard opening hours

Deploy, supervise and support team members in order that the store and its products are always presented to the highest possible standards

Deploy, supervise and support team members as required to maintain the effective operation of the store in all areas and aspects

Assist Store Manager to develop the team to its full potential, including the effective implementation of appraisal processes

Assist Store Manager in ensuring ROC personnel policies and payroll



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	<p>procedures are implemented correctly</p> <p>Attempt to swiftly resolve individual team member grievances and when appropriate refer these to the Store Manager</p> <p>Seek to develop as an individual and increase contribution to the organisation as a whole</p> <p>Profit When performing the role of Sales Adviser work with the rest of the team to ensure the smooth operation and running of the store</p> <p>Focus on excellent delivery of promotions in the store, encouraging team members to sell up & ensuring merchandising is first rate</p> <p>Monitor the timeliness and accuracy of the shift handover process taking action to resolve outstanding issues</p> <p>Complete, or assist with, inventory counts according to ROC schedules: Support follow-up of discrepancies where necessary</p> <p>Ensure deliveries are accepted and the associated paperwork is handled as per guidelines</p> <p>Identify, share and implement, subject to approval, areas for margin improvement, operating expense reduction, sales growth and general business improvement</p> <p>Complete all required cash counting processes, reconciliations, paperwork, book keeping, banking and associated tasks in an accurate and timely manner</p> <p>Input, process and update computer records as required in an accurate and timely manner</p> <p>Act upon all breaches of tolerances or variations from the norm in any aspect of the operation and adhere to any procedures, guidelines or reporting requirements</p> <p>When performing the role of Sales Adviser act as a role model to the team and demonstrate how to grow a successful business</p> <p>Perform any task or role reasonably requested of you by the ROC management team</p>
Authority:	<p>The following documents describe the authority of this position:</p> <p>Delegation of Authority Guide (DOAG) N/A</p> <p>Personnel Matter Guide (PMG) See Guide</p>



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Education/ Qualifications	Qualifications in English and Maths preferred. 5 GCSEs including Maths and English at grades C or above desirable
Knowledge, Skills and Experience	Retail and Supervisory experience preferred Good Customer service skills Good interpersonal and communication skills Team player Flexible Attention to detail Ability to plan workload effectively to deliver to target

Agreed and approved:

Assistant Store Manager

Date:

Store Manager

Date: