

## Docker River Store Duty Manager

Position:	Docker River Store Manager, Peter Hunt
Location:	Kaltukatjara Community, Docker River, NT.
Primary Purpose:	This role is accountable for supporting the Store Manager in ensuring food security, effective store operations, compliance and managing in a culturally appropriate manner with staff and community customers.
Reports to position:	<ol style="list-style-type: none"> <li>1. Store Manager Peter Hunt</li> <li>2. Retail Advisor Bob Loughnan &amp; Shannon Loughnan</li> <li>3. When Acting as Store Manager reports to the Directors through the Governance Mentor</li> </ol>
Date:	5/12/2015

### Background

Docker River community is located in the Outback Way in the MacDonnell Shire 260 km west of Yulara and about 670km from Alice Springs which is the nearest major shopping centre. The community has a population of about 250 Aboriginal people and 30 or so non-Aboriginal people. Our community is mainly made up of Pitjantjatjara people.

Our community is a dry community which is strictly enforced. There is; a health clinic, primary and secondary school, shire office, arts centre, the nearest police station is over the border in WA. There is no mobile phone reception, however the store has a land line connection and satellite Internet.

Our store is the social hub of the community almost everyone goes there at least once a day. So apart from providing food security it is a place where the community gather and meets for a chat and kids play. This is very important and we want the store and the area around the store to be a nice community area. ]

### Responsibilities

The Store Duty Manager is responsible for:

1. **Support the store manager as directed and act as the store manager when the manager is on leave**
2. **Delivery of food security**
3. **Effectively operate the store for long term viability**
4. **Store staffing**
5. **Customer service and community engagement**
6. **Compliance to state/territory laws and regulations.**
7. **Provision of key services to the community**

Below are the responsibilities and KPIs for the store manager and the duty manager when acting in the store manager's position

November 2020

## POSITION PROFILE

### Docker River Community Duty Store Manager 2

Key Performance Indicator	Responsibility	Measure
<b>1. Delivery of food security</b>	Accurate and reliable ordering of stock for the community store utilizing stock control systems to ensure stock availability and freshness for customers	No out of code stock on sale No more than 5% out of stock at any given time
	Adhering to agreed mark-up policy and ensuring prices are displayed at all times on shelves and refrigeration	No missing shelf tickets or incorrect prices displayed
	Keeping food affordable through the appropriate management of gross profit, dissipation and store costs	No increase in mark up of product to offset lower than budgeted grosses
	Ensuring the availability of a core range of healthy products in line with the Remote Store and Take Away (RIST) guidelines	Core healthy range always on display
	Oversee the Assistant Manager in ensuring take away food is sold to ensure healthy options are always available for consumption	Number of healthy options available during trading hours
<b>2. Provision of key services to the community</b>	Maintain a core range of product in the store at all times, these include; grocery items, dairy and frozen products, a frozen meat range, fresh fruit & vegetables, bread and bakery items wanted household items, electrical, hardware, DVD, toys, sporting and camping equipment and seasonal goods when required	Agreed core range as per Stores' licensing always available and on show
	Provide and sell fuel (Opal and diesel) at competitive prices for the community	No unavailability of fuel, mark-up not to exceed 30% after cost and freight
	Provide EFTPOS, ATM and government cheque cashing services for the community	\$20,000 safe and 3 x \$500 till floats/ funds always available
	Provide a clean and suitable meeting and eating place for customers outside the store	Rubbish bins available Cleaning roster in place
	Provide home delivery for aged and needy people in the community as a service	Availability of home deliveries

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### Docker River Community Duty Store Manager 3

Key Performance Indicator	Responsibility	Measure
<b>2. Provision of key services to the community, continued</b>	Provide food at commercial rates for school nutrition programs, and aged care facilities and the like	Participation in community programs
<b>3. Effectively operate the store for long term viability</b>	Manage the store on a day to day basis and comply with all operating policies and procedures	Compliance with policy and procedures and store operational guide
	Receive and check all goods delivered to ensure quantity, quality, cost price and date coding. Then stamp to authorize for payment	Audit checks on load sheet
	Ensure claims and credit notes are raised for stock shortages and or short date code or damaged goods	Claims raised Quantity of short coded stock written off
	Price of stock at retail is correctly displayed and matches the price in the POS system at all times	Number of pricing errors
	Manage the stock ordering process ensuring the use of stock ordering book	Accuracy and maintenance of ordering book
	Manage the markdowns, waste, store use items and shrinkage for the store	Accurate recording of waste and markdowns Dissipation is in line or better than budget
	Manage scanning accuracy and register shortages and overages	Scanning rate meet or exceed 95% Register errors do not exceed \$5 + or - budgeted amount
	Manage cash handling, safe balances and register balances	100% accuracy in cash balances, 3 x \$500 till floats
	Ensure proper administration for invoicing, orders, payroll, rosters, markdowns, waste, and claims to support accurate record keeping.	Auditable trail on all paperwork
	Non-trading or capital purchases in excess of \$5000 need directors approval	100% compliance
	No credit or discounts given to any organisation without the a trading account approved by the	Auditable trail on discounts or credit

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Key Performance Indicator	Responsibility	Measure
<b>3. Effectively operate the store for long term viability, continued</b>	directors. No personal credit given.	
	Properly administrate all incoming mail and distribute appropriately	100% accuracy
	Ensure that the store is run for the benefit of the community under the direction of the employer and not for one particular family group or individual	No individual or family benefits
	Ensure an ongoing preventative maintenance program is documented and an annual calendar is in place and followed for all assets and equipment	Repairs and maintenance as per budget
	Manage debtors for the store and ensure they do not exceed 60 days	Number of debtors exceeding 60 days
<b>4. Store staffing</b>	Ensure a clean and well maintained presentation of the store at all times	Cleaning rosters in place Store clean and tidy
	In conjunction with the store directors, employ, coach and mentor indigenous staff	Number of indigenous staff employed Capability of indigenous staff
	Manage rosters and ensure minimum award rates are paid to employees, over award wages are approved by directors	Weekly rosters in place 100% compliance with award rates Staff turnover
	Deal with staff in a culturally appropriate and respectful manner	Number of staff complaints verbal or written
<b>5. Customer service and community engagement</b>	34 trading hours for the store and 44.5 hours for take away. No more than one hour closure for lunch Store not to be closed more than two consecutive days. Store hours are Monday to Friday 9.00 am to 12.00 pm and 2.00 pm to 5.00 pm. Saturdays 9.00am to 1.00pm. Sunday 12.00pm to 3.00 pm Closed on public holidays.	100% compliance with trading hours policies.

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Key Performance Indicator	Responsibility	Measure
	Take away is open Monday to Friday 8.00am to 4.00 pm. Sundays 11.00am to 3.30pm, closed on Saturdays and public holidays.	
<b>5. Customer service and community engagement, continued</b>	Respect and adhere to customs and culture of the community.	Number of complaints and disputes. Number of complaints and disputes, unresolved.
	Provide store progress reports to directors at directors' meetings.	Management reports to be presented to directors in conjunction with governance mentor.
	In conjunction with the Governance mentor, retail adviser and accountants formulate a yearly budget to which the store manager can be held accountable; the budget will be approved by the directors.	Yearly budget in place. Variances to budget.
<b>6. Compliance to state/territory laws and regulations.</b>	Where applicable operate income management and the basics card for customers.	100% compliance to income management requirements.
	In conjunction with advisers and accountants ensure all necessary insurances are in place.	Insurances in place, paid and renewals actioned.
	Operate where applicable under the store licensing requirements.	100% compliance.
	Ensure the store has the appropriate store licenses: Food license Tobacco license Ammunition license Food preparation license for takeaways Fireworks license	All licenses in place and up to date.
	Implement a work safe plan in accordance with the state/territory legislation and implement an incident register.	Safety plan in place. Incident register in place.
	Comply with state/territory health regulations.	No convictions.

**POSITION PROFILE**

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**Technical skills and experience**

The Store Duty Manager shall demonstrate:

- [Prior retail experience
- Culturally intelligent, particularly relating to indigenous cultures and issues
- Strong communication skills, written and verbal
- People management skills
- Customer service skills
- Good problem solving and decision making skills
- Computer literacy
- Strong relationship builder ]

**Personal attributes and values**

- [Respectful
- Patience
- Resilient
- Strong focus on collaboration
- Good time management and organization skills
- Good negotiation skills
- Capable of dealing with isolation and remoteness
- Willing to undertake learning pathway for self improvement ]

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#### Benefits and Conditions

<b>Salary</b>	\$60,000 per annum
<b>Superannuation</b>	9.5% minimum
<b>Leave</b>	<p>Annual leave 5 weeks +17.5% loading.</p> <p>Personal leave (includes sick and carer's leave) 10 days per annum.</p> <p>Personal leave accrues after each month of service on a pro rata basis. Personal leave is also cumulative which means any unused personal leave will carry through to the next year of service.</p> <p>2 days of compassionate leave for each occasion a member of their immediate family (or a member of their household), contracts or develops a personal illness that poses a serious threat to their life; or sustains a personal injury that poses a serious threat to their life; or after the death of such a person.</p> <p>Parental leave in the form of either maternity leave or paternity leave, where the employee has completed 12 months continuous service with the employer.</p>
<b>Status</b>	Permanent full time
<b>Hours</b>	Minimum of 48 hours per week
<b>Accommodation</b>	Fully furnished unit provided free of charge including utility costs (excluding telephone)
<b>Vehicle</b>	Community vehicle to be supplied when acting as Store Manager
<b>Police clearance check</b>	Local and Federal police checks are mandatory
<b>Employment Contract</b>	A contract outlining benefits, conditions and terms of employment will be provided

Commented [R1]: Bob and Peter to confirm or change