1. **Purpose of the position**

The Dairy/ Duty manager is a key holder within the store and is the senior point of contact when there is no Store Manager, Assistant Store Manager present in the store. They supervise the team and ensure store wide duties are completed. They aim to ensure that team members understand their role.

The Dairy/ Duty Manager is the senior point of contact for our team, customers, and any regularity bodies when they are on a Duty Management shift. A good duty manager ensures customer needs and standards are met, complaints are effectively resolved, and service is quick, friendly, and efficient.

**Duty Manager Responsibilities**

* Take the lead when in control of the store, ensuring the Store standards remain at a high level across all depts, and the team are supervised.
* Ensure standards for quality, customer service and health and safety are met.
* Maintain the stability and reputation of the store by complying with safety rules and regulations and ensuring we are operating in a legal and ethical way.
* Be the escalation point for customer queries or complaints whilst in acting duty manager mode, ensuring complaints are managed and where required internally re-escalated in a clear concise and relevant way.
* Lead by example by working within our policies and procedures and overseeing that these are maintained by others.
* As a trusted key holder of the store, ensure that pack up and cash handling routines have been followed. Ensure that the lock up routine has been conducted well and communication notes left for the team as required when they open.
* Immediately escalate emergencies to fire, ambulance or police should the situation require it. Detail the incident and raise it immediately first via the Manager and then through to the Klose’s Management team. Effectively and safely manage the evacuation of the store in an emergency.
* Escalate and follow up IT issues.
* Contribute to team effort, leading by example as needed.
* Tour the sales floor regularly, talking to colleagues to ensure all departments are completing required tasks/duties.
* Provide feedback to store management about team performance, ideas and or concerns.
* Support with ordering when required.

**Dairy Manager Responsibilities**

**Team Members**

* Train new staff in the various tasks they are to undertake.
* Direct, monitor and review the work of staff during each shift, and leave instructions for the team members in your absence.
* Address any staff issues during each shift and communicate to the Store Manager any unresolved issues.
* Administer probationary review program for the Dairy staff.
* Ensure Dairy team adhere to the Klose’s Supermarket policies applicable to their employment.

**Customer Service**

* Provide outstanding customer service to customers and ensure that the company is positively promoted.

**Ordering**

* Complete orders according to the order schedule and in accordance with current stock holdings.

**Stock Control & Merchandising**

* Manage stock levels to ensure adequate stock for between orders.
* Manage stock to ensure that we are not holding too much cash in stock.
* Ensure stock is rotated and out-of-date stock is removed.
* Present, promote and merchandise stock to ensure maximum sales.

**Sales and Wages Control**

* Work in all areas to maximise sales.

Manage wage spend in accordance with sales.

1. **Skills & proficiencies**

* Coaching and multi-tasking skills
* Management - Ability to delegate tasks and motivate others to complete them.
* Customer focussed.
* Organised, quick and adaptive learner.
* Be approachable, and a collaborator.
* Supermarket general experience

1. **Reporting relationships**

The Dairy/Duty Manager reports to the Store Manager and works in conjunction with all store team members.

1. **The Klose’s Way**

Working within the Klose’s Way and ensuring it is at the forefront of what we do.

The “Klose’s Way” means we work together as a team, have high integrity, think innovatively, effectively lead our teams, and focus on our customers.

The three pillars of the Klose’s Way.

* **Custome**r - exceptional customer service, fresh products, quality, and great values
* **People** – the right people in our teams, the right roles, customer engagement, employing locals, training, and support.
* **Community** – supporting our communities local clubs and charities, use local suppliers and service provides where we can.

1. **Team member declaration**

The team member has read and understands the expectation and purpose of the position.

In conjunction with the positions description, contract and company policies will ensure to work within the company expectations/requirements.

**Team Member Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Team Member Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**