

Assistant Business Manager

Kaiawhina Pakihi

WHO WE ARE - KO WAI MĀTOU

At Farmlands - Te Whenua Tāroa, our vision is to be the 'go-to for everyone connected to our land. We're always backing Kiwi's – rain or shine, year in, year out. We work as one – we help each other, we win together. We're rural people supporting our rural communities looking after our land and our people.

OUR VALUES – NGĀ UARATANGA

Be you - mōu ake

It takes all sorts to make an awesome team. Diversity, different perspectives and a fresh approach to problems make everyone in the team stronger. It's not who you are or what you look like, it's all about what you bring to the table that matters.

Minds open - hinengaro tākoha

We came from a generation of greatness. It gives us the solid foundation to move on, focus on the future and use our creativity and ingenuity to build Farmlands for the next generation.

See it through - whakamaua kia tīna

We're a team. United through our love of the land and the communities we serve. We back ourselves, each other, and get behind the decisions we make together.

POSITION PURPOSE – TE PŪTAKE O TE TŪRANGA

Reports to - Kaiwhakahāere:	Business Manager
Your Team – To tīma:	Sales and Retail
Direct reports - Kaimahi:	No

The Assistant Business Manager acts as a 2IC to the Business Manager, leading day to day in-store activity so that targets, consistency of branch standards and team capability requirements are successfully delivered. The Assistant Business Manager lives and role models the culture, values, policies and practices of Farmlands through effective 'on the floor' supervision of branch activities.

KEY ACCOUNTABILITY AREAS – Ngā wāhanga mahi

Safety and wellbeing - Haumarutanga

Actively contribute to a safety-first culture by:

- Keeping yourself and others safe, and participating in safety and wellbeing activities
- Speaking up if you see something that is not and could injure yourself or others in the workplace
- Ensuring that all KPI's, policy and procedure requirements related to safety and wellbeing are completed on time and in full, every time

General - Whānuitanga

- Actively supporting the Business Manager to deliver the branch plan
- Actively supporting the Business Manager and the team to achieve branch health, safety and wellbeing and financial targets
- Delivering on retail promotional and execution standards
- Co-ordinating appropriate training and coaching
- Achieving NPS target scores
- Supporting the Business Manager with branch inventory
- Championing and embracing the use of technology
- Role modelling superior customer service, selling and merchandising skills
- Supporting the Business Manager to recruit, induct, coach and develop a high performing team
- In conjunction with the Business Manager, establish clear targets and performance standards for the branch
- Assisting the team to deliver the required business performance against the established standards
- Working with the team to reach and maintain standards
- Growing and developing team bench strength and identifying potential leaders for the future
- Working collaboratively with key areas of business e.g.: Sales, Inventory Controllers and Category
- Working effectively with local Sales team members to support key relationships and customers
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Professional

Development -

Whakawhanaketanga

Continue to develop personally and professionally by:

- Maintaining regular contact with manager to discuss progress and performance, seek feedback and address development areas
- Engaging with Farmlands performance development process, recording progress and goals
- Being a positive supporter and leader of change initiatives
- Ensuring all training requirements are completed as required

WHAT YOU'LL BRING - Āu āpītitanga ki te tūranga

Experience - Āu

tautōhitotanga

- Retail/customer facing experience
- Supervisory experience (coaching/developing others) desirable
- Understanding of commercial environment and ability to execute operational processes in line with business objectives.
- Agricultural sector experience desirable, ideally with existing established relationships
- Proven understanding and experience of the retail (or similar) sales process and key drivers of profit.

Qualifications –

Āu tohu mātauranga

- Relevant tertiary qualifications in business management or similar (desirable but not essential).

Knowledge –

Āu mōhiotanga

- Knowledge of retail/commercial operational processes (e.g. stocktake, inventory management, health and safety etc.).

Skills –

Āu pūkenga

Personal Attributes –

Ōu āhuatanga

- Computer literate in Microsoft Windows environment and capable of using business information systems (e.g. CRM, POS systems).
- Excellent verbal and written communication skills, with ability to produce high quality written documentation.
- Customer service and sales skills
- Developing leadership capability, with ability to achieve results through appropriate influence and delegation of tasks to others.
- Coaching and mentoring skills; able to develop and motivate staff to deliver against key business objectives.
- Pragmatic, proactive and efficient; sets clear expectations and accountabilities.
- Personal pride and driven to succeed; takes personal responsibility for making things happen and identifying opportunities for Farmlands.
- Inclusive and people focused, valuing the contribution and experiences of others within the team to create a positive work environment.
- Positive attitude and embraces change, acting as a positive role model to support change within the team.
- Champions a Together Stronger approach and actively role models the whole of business mindset.