

SHOP FLOOR MANAGER

The Role

The Shop Floor Manager at Macknade Fine Foods is a key position. As we seek to grow further, the holder will be required to work very closely with the Operations Manager, the Heads of Departments and the other members of the senior management team.

The SFM is expected to lead the team on the shop floor, and take ownership for specific areas of responsibility, whilst delivering a fantastic shopping experience for our customers.

The SFM will strengthen the capability of the business through the implementation of well-documented and manageable systems, as well as taking responsibility for certain key areas on the shop floor. At the same time it is important that the candidate respects the knowledge and experience that members of our existing team have in areas such as Greengrocery, Butchery and Deli. They should be equally comfortable in supporting those teams and learning from them, to enable an all round understanding and knowledge of the business.

The Macknade experience needs to be consistent in its excellence of customer service and reliability of great produce. This will be a principle responsibility of the post holder in communicating and maintaining these standards.

Systems have evolved over the years, to suit the current state of the business at any one time, but as we look forward we need to ensure that we plan for the future scalability of the company and have a blueprint in place, demonstrating a successful formula that can be followed by all. The SFM will be instrumental in maintaining current procedures, with the vision to identify more efficient practices and the ability to implement changes where required. This will be very important to ensure that the administration and documentation of health and safety compliance and operational structure is complete.

The company is on the verge of some exciting growth and consequently there is plenty of opportunity to develop and be a key part of the future of Macknade Fine Foods.

The post holder is accountable to the Operations Manager and together with the rest of the team will be responsible for the growth and future success of the business, taking ownership for their performance, and take enjoyment from their development and ongoing increase of knowledge.

Principle duties include but are not limited to

HOD Support

- To work with the heads of department in the butchery, deli and greengrocery departments to ensure all systems & procedures are followed and customer service is of the highest standard at all times.

Operational Responsibilities

- In addition to leadership duties, it is vital that the SFM take a lead role in the daily tasks on the shop floor. This includes, merchandising, replenishment, date rotating, inventory control and cleaning.
- Maintain & develop efficiencies through process management.
- Training schedule/ programme.
- Contribute significantly to the training programmes and to continue to develop the team in all areas across the business.

Time Management

- Take responsibility for ensuring schedules are efficient, fair, suitably covered & clearly communicated, and flex according to business needs whilst maintaining our payroll budgets.

Implementation and Maintenance of H&S Procedures

- Liaise closely with the GM and Ops Manager to ensure that the company is fully compliant in all H&S issues, taking ownership for particular areas to be defined at a later date.

Other Responsibilities

- Take responsibility as a key holder in the business.
- Cash management and control.

- To attend internal/external training and development sessions relevant to the role plus internal / external meetings.
- To be responsible for your own personal health and safety as well as anybody else who may be affected by your acts or omissions.
- Ensure confidentiality is maintained at all times.
- To undertake such other duties that may be determined from time to time within the general scope of the post.

Key Skills

- Commercially aware with ability to drive financial performance.
- Excellent customer service skills.
- Demonstrates consistently great leadership.
- An ability to work proactively, efficiently and continue to improve.
- Good concentration with an eye for detail.
- Demonstrate integrity and generate trust.
- Demonstrate personal learning & development.
- Flexible and team orientated.