

Role Title: Safe Stores Officer

Department: Retail Support - Food Retail

Job Family: Professional Services & Administration

Job Level: Level 5

About the role

Based at Warwick, The Safe Stores Officer is responsible for providing education, support, and guidance across the Society and to key stakeholders in relation to company security policy and procedures, whilst minimising the risk of loss and waste and maximising the protection of colleagues, customers, members stock and assets.

You will be recognised as the subject matter expert and will proactively lead a team and be accountable for the loss prevention strategy in the area you operate.

What you'll be doing

Strategy and risk

- Continuously identify, assess, and measure security risks that may pose a threat to the society, our customers, and our colleagues.
- Support with transformation programs across the business ensuring that all projects are delivered on time and to budget.
- Work with internal and external stakeholders and build in regular feedback to ensure that the Safe Stores strategy meets their needs.
- Create insights that drive action to reduce loss, manage risk and monitor impact of new solutions.
- Proactively work alongside all Trading Groups and support teams to understand where loss has incurred throughout the process and create solutions to mitigate the loss.
- The role will be predominantly field based however there will be a requirement to work from Warwick with the rest of the time supporting store teams or meeting with suppliers.

Lead the team

- Inspire, lead and coach the roaming guards to become part of Midcounties team embedding a culture of collaboration, transparency, and transformative thinking.

- Play your part in developing people and making store support team “a great place to work“

Business owner for policies and process to deter and prevent crime

- Review the “as is” processes and policies with stakeholders to Identify gaps and risk in current policies and processes and collaborate with stakeholders to recommend and implement new solutions to mitigate and minimise loss. Define any gaps and create any new processes or policies as required
- Define any “to be” new Security and Safe Stores processes/procedures and ensure that the procedures and processes are implemented effectively across all divisions and sites.

Investigations and incidents

- Ensure that all loss investigations are completed according to process and in a timely manner.
- Review all Investigations and Incidents and monitor trends and data analytics for post incident continuous improvement.
- Be the liaison with the police and agencies to get convictions or banning orders where required.
- Become fully trained on the use of Apriss, Excel and Power BI delivering clear KPI reports and data that can be analysed.

Define and deliver training and coaching to drive awareness, upskill, empower, and drive compliance

- Seek to deter and prevent loss via training and awareness.
- Review current training materials with stakeholders to understand any gaps and create a plan to upskill and embed current process and define future strategic opportunities.
- Provide effective training, coaching, and support to all appropriate levels, and own a plan to deliver throughout the society and actively source feedback to ensure that the training meets needs of users

Future transformational change programs and projects

- Using external insight and best practice bring innovation into the society to deter crime and prevent loss.
- Utilise new digital technology and systems to reduce risk and deter crime.
- Support and deliver new projects across trading groups and give clear updates and reports on pilots.

Stakeholder management and collaboration

- Use marketplace trends to bring innovation and best practice into MCC.

- Actively promote the Society within the community. Arrange and participate in community projects and maximise relationships with stakeholders.

Maintain effective communication with all colleagues and stakeholders in a consistent manner to ensure understanding, compliance, co-operation, and engagement.

About You

- Experience in a similar role or leading a team, working in a fast paced, dynamic organisation
- Be agile and flexible in your approach, and able to work on own initiative
- Communication and influencing skills
- Ensure all Safe Stores and Retail Operations procedures are adhered to and feedback any concerns and non-compliance to the appropriate business partners.
- Provide feedback to Store and District Management, along with Safe Stores colleagues on current trends and opportunities.
- Identify possible cases of Internal Fraud. Escalate findings and evidence to the Store Manager and Safe Stores team as appropriate.
- Be able to network with internal, external and community stakeholders

Scope

Reports to: Safe Stores Manager

Direct reports: Safe Stores Team