

Role Title: Simple Stores Manager

Department: Retail Support

Job Level: 8

About the role:

This role is accountable for the Simple Stores Team and strategy to deliver cost efficiencies, technology innovations and simplification, for the benefit of colleagues and to enhance the member experience where possible.

Providing ownership of the food operating model, they will create the strategy and roadmap, identify the ROI and benefits measure to ensure that ROI and benefits are delivered on time to cost.

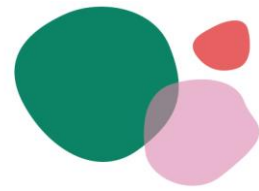
The role holder will identify new data, process or digital solutions to make it easier for our colleagues and ensure we have connected colleagues who can deliver and enhance the member experience. They will use internal and external data, insights external to find new ways to streamline and automate processes and new innovative solutions

You will be innovative and industry leading using external relations and networks to deliver and embed change into retail be that process, digital or technology change. Deliver cost efficiencies and simplification in line with society needs ensuring that there is no impact to the member or colleague experience. You may be called upon to deputise for the Head of Store Support in their absence. You will promote and foster a one team approach in food retail and be the trusted partner of the retailers listening and helping.

What you'll be doing:

The Strategy - Simplification and efficiencies

- Identify opportunities for efficiencies and simplification within the food retail operating model via six sigma and lean approach and create a strategy and plan to deliver
- Make creative and innovative recommendations for new process, solutions and technology using insight, external research and networks
- Own the ops model, governance, and changes to it working closely with workload manager and team
- Work with food and across the society to review and create a lower cost model for all food formats i.e. food market and convenience



- Productivity – identify current levels, benchmark against other retailers, identify barriers to productivity and opportunities to drive, create targets and futures measure and reporting and hold teams to account
- Create a continuous improvement pipeline of idea generation from the store colleagues, and work to assess, prioritise, feedback and deliver where appropriate
- Review ROI and create benefits and business cases to be approached by finance governance and then be accountable for benefits / ROI tracking and deliver to ensure delivery is on time, to quality and to budget
- Identify any 3rd party suppliers to deliver requirements, working with IT, Legal and procurement and gain approval for key documents i.e. – BRD, RFP, master agreements

Delivery and Change

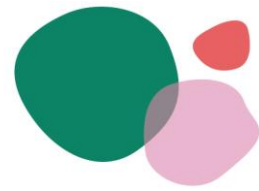
- Execute the change agenda maximise benefit and minimise impact
- Lead the delivering arm of the team to deliver program and end to end project management. This includes program, project and test managers and delivery from internal and external 3rd party partners, ensuring that the appropriate project governance is in place to deliver to time cost and ROI
- Help to upskill and embed new ways of working i.e. lean six sigma, agile to ensure we can deliver value fast, and that is focused on the end user
- Work collaboratively with stakeholders to define and verify business requirements and embed changes, build strong relationships with internal and external stakeholders
- Be a trusted partner to retail; listening and helping to ensure customer needs are fully understood, we identify colleague friction and create a plan to reduce
- Provide visibility and updates to the Head of Store Support and wider food leadership team to manage risks, issues and opportunities and expectations
- Ensure we land change right first time and that technology enhances the member and colleagues experience
- Managing a team to deal with customer and member complaints and queries, providing insights as to how we can improve processes as a result of the complaints and improve customer experience.

Data and Actionable Insight

- Use data and insights to create strategy to ensure that for colleagues and customers to ensure their voice is understood and listened to.
- Work with business stakeholders to provide actionable insight, simplify current reporting to ensure that our leaders can manage by exception and in the moment.

Team

- Lead a team to be the best they can be, ensure that a culture of coaching and feedback exists. Ensuring 8-week checks, objectives and personal developments plans are in place. Be a role model to the wider food retail teams
- Inspire , lead and coach the 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 “



About You:

- Previous experience of using data and insights to drive a strategy and improvement roadmap
- Strong commercial acumen, stakeholder management, can influence up to board level
- Experience of creating a strategy, based on data insight and ROI
- Strong leadership skills who can develop teams to be the best they can be
- Experience of delivering cost, cultural, digital and process improvement programs and embedding into a culture
- Experience in operational retail roles and be seen as a role model of Your Coop
- Proven experience of finding efficiencies and delivering savings and track record of delivering projects and stakeholder management
- Educated to A Level standard as a minimum or equivalent experience
- Collaborative approach to working across multifunctional teams in an agile environment
- Self-motivated and results-driven and adopt an analytical approach to problem solving
- A strong team player who has the communication skills to work with people from a variety of backgrounds and areas across the organization
- Retail operational experience, process mapping root cause analysis. proven track record delivering savings, customer care – desirable

Scope:

- Reports to: Head of Store Support
- Direct reports: Continuous Improvement Manager (and overall accountability for the whole teams' objectives)
- Manages project budgets: Ownership and responsibility of delivering projects ranging up to £5m.
- Ops model (£72m) to manage and find efficiencies from
- Contacts (internal/external): Entire Food teams including Head of Trading and the rest of the senior leadership team, legal departments, external 3rd party suppliers, other Co-operative societies, consultants and wider industry.

