



# JOB DESCRIPTION

**Job Title:** Group Hardware Operations Manager

**Location /Area:** Tininga Ltd, Mt Hagen

**Reports to:** General Manager

**Subordinate:** Hardware Store Managers

**Purpose:**

The Group Hardware Operations Manager is responsible for leading, managing, and providing strategic direction across all Hardware Store operations. This role ensures that store performance, merchandising, inventory management, and customer service standards are optimised to drive sales, increase efficiency, and maximise profitability across all locations. The Manager will oversee the day-to-day store operations, ensure adherence to company policies, and support continuous improvement efforts to align with the business plans and company strategic direction.

**Key Responsibilities:**

- Oversee day-to-day operations across multiple retail hardware stores.
- Lead and support store managers to meet sales targets and operational Key Performance Indicators (KPI).
- Develop and implement merchandising plans, product ranges, and promotional campaigns.
- Manage/oversee inventory levels, stock control processes, and product availability across all sites.
- Collaborate with Hardware Sales Department and Suppliers to ensure timely replenishment and competitive pricing to maintain market share.
- Drive customer service excellence and ensure a consistent in-store customer experience.
- Analyse store performance and develop action plans for sales growth/targets and cost control to maximise profit.
- Ensure all Hardware Stores comply with safety regulations, operational policies, and loss prevention strategies.
- Support budgeting and forecasting activities for the Hardware Stores.
- Implement store audits by working closely with the Audit Department to maintain stock take integrity and monitor compliance with brand standards.
- Manage Hardware Store staffing levels, training programs, and workforce planning in collaboration with HR/Training.
- Oversee store layouts, visual merchandising, and promotional displays to maximise retail impact.
- Establish and enforce company-wide hardware policies and procedures.
- Manage vendor relationships for hardware procurement and support services.
- Lead and develop a team of hardware operations staff across the group to support all hardware operations.
- Troubleshoot escalated issues and implement root-cause solutions.
- Monitor and optimize hardware logistics and supply chain processes.
- Contribute to annual budgeting and cost-saving initiatives related to hardware operations.

**Policy and procedure**

1. Liaise with Audit Department in developing Procedures and Policies for all operational functions, ensure all existing procedures and policies are followed.



# JOB DESCRIPTION

2. Maintain and continuously improve operational procedures of all outlets, drive a culture of “Continuous Improvement” within the business
3. Recommend amendments/additions to procedures that will drive improved efficiencies.

## **Sales:**

- Ensure best utilization of company resources to achieve budgeted sales while consistently driving improvement and fostering individuals to maximise their talents in turn create opportunities to achieve maximum potential sales. Insist on maintaining high standards of presentation and customer service by instilling a “drive improvement” culture in all activities

## **General Duties**

1. Carry out a minimum morning and afternoon review with Store Managers with follow up visits in between as required to ensure priorities are achieved.
2. Always ensure that work place safety is at top of mind by delivery of safety talks that cover medium to high-risk activities and always promoting a strong safety culture amongst all employees
3. Organize effective and timely management of stock through ordering systems and transfer of stock between warehouses and stores and implement a formal process.
4. Liaise with Logistics Manager and respective Warehouse Managers to ensure effective and timely receipt of stocks.
5. Liaise with Inventory Management to ensure costings are complete before arrival of stock.
6. Organize and coordinate monthly promotions for General Manager’s approval designed to assist in achieving sales targets and managing stock levels.
7. Organize regular price competition checks and feedback information to the General Manager to ensure the business maintains a competitive position
8. Ensure company’s commitment to suppliers with regard to promotional ends is fulfilled and relationship supported.

## **Stock Management:**

1. Order Pads – draw up and distribute supplier count schedules one month in advance and follow up to ensure all Hardware Stores are maintaining counts as per the schedule  
This is high focus area that requires a reasonable amount of your time paying particular attention to the key drivers – Accurate and punctual counts, floor and storeroom range layout to mirror OP’s and constantly reviewing slow and fast sellers to ensure corrective action is taken in relation to mark downs where required and increased order quantities of fast sellers to ensure minimize any OOS.
2. Ensure weekly checks and necessary actions are implemented to maintain productivity and sales.

## **Shrinkage & Security Control**

1. Manage and coordinate company policies and procedures to achieve budgeted margin loss results in shrinkage, Unsaleable and Markdowns.
2. Question/investigate and implement corrective actions to any variance above budget.
3. Monitor SVA’s closely and sign off all approved values.
4. Implement and continuously improve systems that minimize damages and wastages like an effective Stock Handling Procedure.



# JOB DESCRIPTION

## **Expense Control:**

1. Manage and coordinate company policies and procedures or achieve budgeted levels in expense areas which fall under operational control. Examples of some would be wrapping, R&M Plant, Cleaning etc.
2. Particularly manage a program to ensure that company vehicles are maintained in good order, serviced regularly and fuel usage controlled.
3. Ensure all activities remain within approved head count as signed off by the Managing Director and or General Manager.

## **Personal Qualities and Competencies**

1. **Managing People** – leads by example, setting the highest personal standards. Good communicator, includes engaging staff in decision making, encouraging them to buy into and feel involved in decisions which affect their departments. Provides regular performance feedback, develops subordinates' skills and encourages their progress.
2. **Teamwork** – Is considerate of and welcomes others' views and feedback. Contributes to building a positive team spirit and good morale amongst staff gaining commitment to goals and objectives.
3. **Interpersonal Skills** – Focuses on solving conflict and moving forward. Maintains confidentiality and listens to others without interrupting. Keeps own emotions under control and remain open to others' ideas.
4. **Individual** – Sets strong personal example, mature and stable temperament. Strong work ethic and ready to take on new/additional responsibilities.
5. **Planning & Organization Skills** – The ability to foresee future operational requirements and budget for same, plans, organises and implementation of plans to achieve efficient standards of operations.

## **Qualifications:**

A tertiary qualification in Business or Commerce is desirable or equivalent commercial experience, 5+ years in a senior management role, preferably in a trading environment managing a minimum of 50 subordinates.

## **Employee and Employer Signatures**

Employee's Signature: ..... Date.....

General Manager's Signature: ..... Date: .....