

Position Description

Position Title:	Site Manager
Business Group:	ASQ Garden & Landscape Pty Ltd
Reports to:	Managing Director
Department:	Garden and Landscape
Supervises:	Site Supervisors/ Workers
Classification:	General Retail Industry Award

Company Overview

ASQ Garden & Landscape is an integral division within the ASQ group, providing a professional network of retail and trade outlets. We distribute many of our own products and complement this with other quality garden and landscape products, to provide an extensive range for our customers. Our Garden & Landscape sites are presented and maintained to the highest industry standard and operate under professional, qualified staff who deliver expert advice, knowledge and services.

Position Overview

Reporting to the Managing Director, the Site Manager is responsible for leading the Garden and Landscape team and managing site supervisors, ensuring safe and efficient operation of the site, managing product lines, and overseeing purchases and wages within budget.

Key Responsibilities

1. Ensure compliance with the ASQ Document Management System [Operational and Workplace Health, Safety and Environment (WHSE)].

The Site Manager is responsible for complying with all ASQ policies and procedures according to our Operational and WHSE Management Systems.

Responsibilities include, but are not limited to:

- Adhering to ASQ policies and procedures.
- Ensuring workers adhere to ASQ policies and procedures.
- Compliance with the ASQ WHSE Management System including inductions, hazard reporting, take 5's, incident reporting, Safe Work Method Statement (SWMS), risk assessments, Routine Activity Calendar (RAC), Safe Work Practices (SWP), site inspections, subcontractor management, emergency response/code red, traffic management, first aid management, Lock Out Tag Out and participation in trainings.
- Adhering to the Guidelines for Nursery and Gift wares.
- Preparing and attending prestart meetings where required.
- Preparing and attending toolbox talks where required.
- Liaising with the HR Manager where required.

2. Daily Operation of the Site

The Site Manager is accountable for safe, efficient, and effective operation of the site.

Accountabilities include, but are not limited to:

- Providing direction and collaborating with Marketing Consultant on site promotions and or, maintenance of site and store appearance (practical and efficient for workers and customers) as per the standards set out in the Visual Merchandising Manual.
- Ensuring stock take is finalised accurately and in a timely manner.

- Overseeing the daily operation of the site runs according to standard procedures/tasks (such as opening/closing of site, sales/purchases/transfers, customer deliveries/truck scheduler, cash reconciliation and banking).
- On call for alarm company call outs/issues
- Asset management (prestarts, faults and fuel entries), invoice approvals and raising Purchase Orders up to \$10K in OneHub.

Responsibilities include, but are not limited to:

- Ensuring workers provide accurate and appropriate advice and high level of customer service.
- Ensuring products and display areas are maintained to a high standard and in optimal condition.
- Ensuring workers maintain a clean and orderly workplace.
- Attend Garden & Landscape meetings as required.

3. Leadership and Management of Personnel

The Site Manager is responsible for leading all Garden & Landscape workers within their site and directly oversee site supervisors.

Accountabilities include but are not limited to:

- Leading and managing the recruitment and induction of staff for the site, ensuring right people with the right skills, experience and personal attributes are in place. Liaise with HR Manager where required.
- Approving staff roster (while ensuring skills and cost efficiency are considered) and providing training to site supervisors on the rostering system on the HR/Payroll Platform.
- Approving timesheets, overtime and leave requests.
- Manage site performance and foster a high-performance culture.
- Addressing employee performance issues, conducting performance reviews and providing regular feedback to employees
- Coaching workers on creating a sales-oriented environment including advice on sales and impulsive buying.
- Training, developing and mentoring supervisors as required.
- Ensuring supervisors provide a daily task list and direction to workers.
- Managing absenteeism (in emergency/uncertain circumstances)
- Authorising the purchases of uniforms and PPE gears
- Attend collaborative meetings with the Management.

4. Management of sales and purchases

The Site Manager is accountable and responsible for the monitoring and reporting on sales and purchases; and providing cost effective solutions for the site.

Accountabilities include but are not limited to:

- Overseeing the purchasing of stock within budget
- Monitoring in store & online sales
- Preparing and presenting monthly reporting
- Negotiating purchases with suppliers
- Providing direction on product lines
- Managing and maintaining UNES database including pricing new/amended products.

Key Selection Criteria

1. Must have proven retail management experience
2. Knowledge/experience in nursery and landscape products
3. Experience with Point-Of-Sale (POS) systems
4. Demonstrated leadership and people management experience, with the ability to guide, motivate and develop a team.
5. Ability to work weekends and public holidays as required
6. Training and mentoring experience (desirable)

Education, Certification and Licenses required:

7. Tertiary Management/ Business qualification or equivalent
8. Valid driving license (preferably manual)

Personal skills/ attributed required:

9. Safety-conscious
10. Strong work ethic
11. Fit for work, according to the position
12. Highly motivated with a positive attitude
13. Demonstrated ability to contribute to a team in a professional and collaborative manner.
14. Sound literacy, numeracy and IT skills
15. Strong attention to detail
16. Highly developed interpersonal, communication, negotiation and conflict resolution skills.
17. Excellent organisational, problem-solving, time management, and customer service skills
18. Ability to work under pressure and meet deadlines/customer requirements.

Key contacts

- Garden & Landscape Site Managers
- Garden & Landscape Supervisors
- Garden & Landscape Workers
- Managing Director
- HR Manager
- Customers
- Suppliers
- Other ASQ management and workers

We acknowledge this information adequately describes the role, but it is understood all employees of ASQ have a responsibility to contribute to the advancement of the organisation by undertaking other assignments and projects as required. This position description is subject to review and amendment at any time, as appropriate.