

# Branch Stock Controller

TO SUPPORT THE STORE & CENTRAL STOCK CONTROL

## MAIN OBJECTIVE ...

To deliver excellent customer service and excellent standards of stock control within your store

Work as a team with the rest of the buying department to achieve overall success

To have a can do, infectious positive attitude which resonates throughout the team.  
To harness a culture of ownership.

## KEY PERFORMANCE INDICATORS ...

- 🍷 Accuracy of the Epos system, ensuring prices are correct at point of sale
- 🍷 Ensuring prices in all shops are the same.
- 🍷 gross margins
- 🍷 Timeliness of submitting credit claims (within 24 hours of delivery)
- 🍷 Customer service – delivering on our customer promise
- 🍷 Maintaining a positive attitude
- 🍷 Embracing innovation and change

## THE JOB INVOLVES ...

### Stock Management

- Ensure integrity and accuracy of the stock management system, including accurate purchase and retail costs, stock levels and stock information. Addressing inaccuracies including duplicate stock items, negative stock and incorrect prices promptly.
- Conduct on-going maintenance of Vector including correcting margins & conducting mini-stock takes
- Monitor and achieve target margins weekly through ensuring all stock on vector is accurate and all lines are delivering correct returns.
- Conduct monthly and cyclical stock takes, as requested, ensuring the accuracy of stock levels on Vector.
- Ensuring all internal transfers including staff kitchen / deli and waste are completed on Vector by closing on Sunday each week.
- Accurately setting up new stock items on Vector. Ensuring promotions are accurate at the point of sale.
- Regular and clear communication with the Buyer / IT manager and other Stock Controllers within the organisation.
- Reporting to the Buyer / IT manager regarding EPoS management and development.

### Goods Received & Ordering

- Process purchase orders on Vector, reconciling delivery notes and invoices with purchase orders, updating costs where necessary.
- Accurately processing supplier paperwork including completing the goods in stamp, writing on department and ticking off/ signing invoices to communicate that the items have been checked. Ensuring that supplier paperwork is forwarded to the finance team.
- Ensuring correct documents are received, including invoices and costs updated on Vector.
- Ensuring the swift movement of stock, to enable high availability for customers.
- Accurately processing stock transfers between stores.
- Receiving deliveries, ensuring goods delivered match with paperwork and any discrepancies are followed up.
- Ensuring supplier returns are collected promptly and credits are arranged with suppliers within 24 hours of delivery, to minimise the financial loss to the company.
- Delegating to and training others on goods in procedures including use of the Vector system.

### STOCK CONTROLLER JOB DESCRIPTION

- Ordering of stock: ensuring adequate stock levels in relation to stock turnover, seasonality and customer demand, in partnership with the Shop Manager & Central Stock Control.

#### Customer service

- Deliver exceptional customer service through highest levels of availability.
- Ensuring that customer service on the shop floor takes priority over back office duties.
- Assist customers by developing excellent knowledge of stock, suppliers, new products, special offers and link-selling opportunities.
- Maintain awareness of our communications with customers.
- Be knowledgeable of store hours, locations, events, and company mission statement.
- Undertake special orders for customers as requested and ensure timely communication with the customer and your colleagues regarding availability and collections.

#### Support running of store and teams

- Support the store manager as necessary.
- Open and close the store as necessary.
- Keeping the stock areas, delivery yard, and your work space neat, tidy and compliant with health and safety requirements.
- Ensuring that you follow manual handling best practice.



**EMAIL ADDRESS**



**TWITTER HANDLE**



**TELEPHONE NO.**



**LINKEDIN URL**