



ADITYA BIRLA GROUP

Annexure I : ABG Job Description Template

Basic Details: Fill the required information about business, unit, location, position, reports to position and date of updation of JD

Business	Textile & Apparel		
Unit	Aditya Birla Fashion and Retail Limited (Pantaloon)		
Location	East		
Poornata Position Number of the job		Reports to: Poornata Position Number	
Poornata Position Title of the job	Store People Officer	Reports to: Poornata Position Title	Store Manager
Function	Human Resource	Reports to: Function	Human Resource
Department		Reports to: Department	
Designation of the Employee		Designation of the Manager	
Date of writing/updation of JD	September 2021		

1) Job Purpose: Write the purpose for which the job exists (in 2-3 lines)

Ensure execution of day to day HR related activities like attendance & leave maintenance, staffs' shift rostering, ensuring maintenance of grooming of employees & floor discipline, Talent acquisition & development activities. Payroll processing & ensuring statutory compliance of the store. Be the custodian of all employee engagement activities & initiate rewards & recognitions for employee motivation including employee grievance handling.

2) Job Context & Major Challenges: Write the specific aspects of the job that provide a challenge (internal and external) to the jobholder in the context of the Business/Unit/Function/Department/Section

The large format Retail stores involve sizeable manpower working as a Team under one roof, hence, there are numerous challenges associated with a large group of cross functional people at various hierarchical level working together; the environment throws enough opportunities for optimum manpower management on various accounts. It is also critical to ensure all legal requirements are



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2) Job Context & Major Challenges: Write the specific aspects of the job that provide a challenge (internal and external) to the jobholder in the context of the Business/Unit/Function/Department/Section

complied with while running a large format retail outlet.

The major challenges for the job holder are:

1. Ensure optimum manpower cost to sales, as per pre defined benchmark.
2. Manpower motivation through driving of various employee engagement activities at various levels of the store.
3. Controlling of manpower attrition.
4. Maintaining all statutory requirements to run a retail outlet
5. Employee grievance handling.
6. Execution of all learning interventions in the store.
7. Execution of all career development initiatives in the store.

3) Key Result Areas: Write the key results expected from the job and the supporting actions for each of these key result areas (For a majority of jobs typically there could be 4- 7 key result areas)

Key Result Areas	Supporting Actions
People Productivity	• Ensure people cost is as per pre agreed percentage of store sales. • Ensure 100% manning as per MPP (Ensure right people are available at the right time in the right place) • Calculation of monthly sales per manpower & per square feet occupancy • Recruit & utilize apprentices / temporary staff during sales promotion days as per budget. • Ensure error free incentive pay out to store staffs.
Employee Engagement Initiatives	• Ensure proper performance discussions for all Quarterly /annual PMS exercise. • Conduct Event & Engagement activities (including R&R) in the store as per Store Event calendar. • Ensure all parameters of the Fun zone checklists are implemented at store are maintained. Standard Fun Zone facilities are available. • All employees concern/requests are duly noted and addressed/service provided on time.



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Store HR Compliance Audit	• Ensure zero-error in Commercial & SOP Audits & 100% adherence to the same as per guidelines & schedule.
Monthly MIS and Business Intelligence reporting	• Ensure accurate Monthly HR Report reaches Zone as per the specified deadline. Ensure 100% data hygiene maintenance in HRIS.
Statutory Labour Compliances	• Ensure that all statutory labour compliance is managed efficiently.
Employee Learning & Career Development	• Maintain accurate Learning & Development data/record of employees (All training program attended, assessments certification and absenteeism are recorded etc.) • Conduct monthly Behavioral/Product/Process Training Need Analysis for all employees • Ensure all Products / Process related Training Calendar & Compliance for the Month is prepared and reported to the ZO Talent Development Team. (Training programme Scheduled, Employees nominated, employees attended, absenteeism, cost of training, post training feedback etc.) • Ensure all employees undergo mandatory & desired training programmes as per Training calendar circulated by Zonal office. • Conduct in store Induction Program for all new joiners. (< = 3 days from Date of joining)
Performance Management	• Identify 'Top' & 'Bottom' Performers (JB staff), arrange monthly 'Performance Improvement Discussion & Plan' – execution of PREP & PIP & IDAP between Reportees & Managers.

4) Job Purpose of Direct Reports: Describe the job purpose of the direct report/s to the job (in 2-3 lines for each report)

This is an individual contributor role without any direct reportees.



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5) Relationships: Describe the nature and purpose of most important contacts or relationship (except superior/team members) with individuals, departments, organizations inside and outside of the organization, that job is required to interact with in order to deliver the job objectives

Relationship Type	Frequency	Nature
Internal		
Store Manager	Daily	
Zonal HR team	Daily	
Cashiers / Floor staffs /ADMs /DMs	Daily	
External		
Labour Dept /Employment Exchange /ESIC / PF Dept	Frequently	

6) Organizational Relationships: Provide the structure for a level above and below the position for which this job description is written. Use position titles in the structured and indicate all the reports of the position.

