

## MarketPlace Operations Graduate

At Musgrave, we've been Growing Good Business for over 140 years. And we're not stopping there. In fact, we're just getting started. As Ireland's largest private sector employer, we welcome talented people who want to be part of a thriving business with real purpose. Every role at Musgrave is a chance to define what Growing Good Business means.

We are currently recruiting for our award-winning Graduate Development Programme and we want you to *bring your good* to our business and develop your career with us.

<b>Role:</b>	MarketPlace Operations Graduate	<b>Location:</b>	Dublin
<b>Type:</b>	2-year contract	<b>Travel Required:</b>	Yes – across MarketPlace sites nationwide
<b>Department:</b>	Wholesale Store Operations		

## Purpose & Scope

We're looking for graduates with energy and drive, but also the confidence and organisational skills to run our MarketPlace stores. We operate the leading wholesale and delivered foodservice network in Ireland and we feed 1 in 3 people in Ireland through our leading retail and foodservice brands. Musgrave MarketPlace is Ireland's leading wholesale supplier to foodservice, retail and SME businesses with over 14,000 lines covering fresh, frozen, dry catering products, confectionery, soft drinks, grocery, alcohol, non-food and equipment. Musgrave MarketPlace has invested close to €12.6m so far developing Food Emporiums in Galway, Ballymun, Robinhood, Belfast, Limerick and Cork. The newly created Food Emporiums at Musgrave MarketPlace are designed to offer a first-class customer experience alongside unrivalled value and food expertise in each branch.

As a MarketPlace Operations graduate you'll work with our teams in delivering a best-in-class customer experience in our MarketPlace stores through the effective and efficient management of all operational elements from ensuring we have the right product in the right place at the right time, to stock management to cash management and people management.

The scope of the MarketPlace Operations Graduate role comprises a two-year experiential development programme working with operations teams based primarily in Dublin. To fast-track your development, you will be required to work in other MarketPlace branches across the Republic of Ireland on an ad hoc basis. You will work across all areas of operations including sales, floor management, cash management and HR. You will also work on specific projects focused on optimising our operations to deliver our agenda of *Growing Good Business*.

This is an excellent opportunity for an innovative and motivated person with an eye for continuous improvement, a keen interest in store operations and the desire to develop as a people manager in Musgrave. We are looking for emerging talent with an interest in retail/wholesale operations as well as a passion for customer experience.

## Key Activities

- Supporting line managers in managing, leading and developing our operations teams within our MarketPlace stores.
- Building strong, influential relationships with foodservice and retail customers to understand and meet their needs.
- Consistently delivering excellent service to customers, focusing on maximising profitable sales to the customers and growing the customers' loyalty to Musgrave.
- Work with the team to achieve and improve all site operational KPIs (including store costs, standards, margin, availability, stock, profit, wastage, labour, mystery shopper).
- Taking responsibility for identifying and implementing key improvement initiatives in operational productivity, capacity and environmental awareness.
- Effectively using management information systems to advance accurate analysis to support management decision-making.
- Working with key stakeholders to maximise the potential for the business by effective implementation of national and local sales development planning initiatives and promotions.

- Supporting the implementation of best practice divisional and branch operational procedures and ensure full compliance with the required standards.
- Ensure compliance with all health & safety requirements to ensure a safe place to work.
- Ad hoc projects and analysis as required to support professional development and MarketPlace performance.
- Participation in the Musgrave/Irish Management Institute Graduate Development Programme.

#### Primary Relationships

- Operations Manager
- Sales teams
- MarketPlace management teams
- Suppliers and customers

#### Secondary Relationships

- MarketPlace Director
- Graduate Mentor
- Early Careers Manager
- IMI Programme Manager
- Other graduates

#### Essential Qualifications

- Honours Degree (Level 8); all disciplines accepted.

#### Desirable Qualifications

#### Essential Skills

- Keen interest in retail/wholesale operations
- Understanding of the role technology can play in streamlining operations
- Strong interest in developing as a people manager
- Curiosity and drive to improve existing processes and systems
- Research skills – ability to turn data into insight
- Ability to build relationships and work effectively with external partners, industry experts and internal business leaders
- Strong analytical and communication skills
- Ability to deliver to aggressive targets and timelines

#### Desirable Skills

- Strategic thinking capability
- Project management experience
- Practical internship or experience in a related role is an advantage

### Our Values

At Musgrave our values and purpose challenge and inspire us to do the right thing. We work in alignment with our values of **building and sustaining long term stable relationships built on a bedrock of honesty, working hard, achievement and not being greedy.**

