

Product Recovery And Quality Manager

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Company: Ikea Gruppe

Location: Australia

Category: other-general

Our team within IKEA

At IKEA, our vision is to create a better everyday life for the many people. We believe that everything we do comes with the responsibility to create a positive impact on people, society and the planet. We are passionate about home furnishing, creating a positive life at home and sharing our tasty responsibly sourced food with the many people across the world.

We are guided by our cultures & values, creating a great place to work.

We stand for equality, diversity and inclusion.

We care about people & planet and promote health & wellbeing.

We nurture your development and provide career opportunities to unlock your potential.

What you need to know

Working at IKEA has its benefits and rewards:

- Leave entitlements – 5 weeks Paid Annual, Paid Parental, Family & Community and much more
- 24/7 access to our Employee Assistance Program for health and wellbeing support
- 15% Co-worker discount
- Low-cost nutritious meals including complimentary drinks in our Co-worker restaurant
- Co-worker uniform provided

- Free Co-worker parking
- Digital Entertainment membership (thousands of discounts for dining, fun activities, shopping and travel across Australia & New Zealand)
- Bonus programme (where eligible)
- Co-worker Loyalty programme (extra contribution to your superannuation fund where eligible)

Additional information:

- This role is Permanent Full-time 76 hrs/fortnight.
- This position is based in IKEA Canberra, Majura ACT.
- As our store operates 7 days per week, you must have the availability to work a rotating roster with a mix of day and a minimum of one late shift per fortnight (Fridays until 8pm). You also have the availability to work alternating weekend shifts (both Saturday and Sunday).

About this work area

As Product Recovery and Quality Manager your responsibilities will include, but are not limited to:

- Managing the recruitment, retention, performance management, succession planning and competence development of the team.
- Lead, coach and develop the Product Quality & Recovery team with a focus on putting the customer first in everything we do.
- Co-operate across functions to ensure everyone understands and contributes to the Product Recovery, Quality & Compliance process.
- Setting goals, measurements for Product Recovery, Quality & Compliance (PQR&C) and constantly strive for improving the ability of the store to perform daily tasks in accordance with set rules and guidelines.
- Responsible for leading the Product Recovery, Quality and Compliance processes in the store and ensuring that the team takes the correct actions as per IKEA Australia working methods in a timely matter.
- Presenting IKEA products in As-Is shopfloor using a strong commercial expression, selling these products with pride, and setting relevant prices that are attractive to customers yet still generate the best results for the store.

- Actively contributing to commercial activities throughout the year, with the 2nd life product offer (Buy-back and As-Is online market), providing a more affordable and circular choice to customers.

As Product Recovery and Quality Manager you are or have:

- You are a confident leader with a passion for sustainability and are determined to make a difference.
- Proven experience in delivering on sales KPI'S & budgets, with knowledge of how to maximise profitability & growth potential of your department.
- Previous experience managing and leading in a big box or high-volume home furnishing business, with demonstrated success in driving sales growth.
- A growth mindset, you view challenges as opportunities, value feedback as an opportunity to grow, curious to learn and develop & share your knowledge with others.
- Adaptable based on changing business needs and can influence stakeholders to align to your vision.
- Pro-active and analytical with a focus on identifying root causes and taking the lead in reaching better ways of working within the product quality, safety, and recovery processes.
- Sound understanding of Microsoft Office suite/apps (MS Excel intermediate to advanced level).

We need people like you

At IKEA, work is so much more than a job. Come join us!

#J-18808-Ljbffr

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