



## Retail Operations Graduate

At Musgrave, we've been Growing Good Business for over 149 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.

|                   |                            |                        |                               |
|-------------------|----------------------------|------------------------|-------------------------------|
| <b>Role</b>       | Retail Operations Graduate | <b>Location</b>        | Cork, Dublin, Retail stores.  |
| <b>Type</b>       | 2-year contract            | <b>Travel Required</b> | Frequent business travel      |
| <b>Department</b> | In-store and Sales team    | <b>Rotations</b>       | In-store and Sales department |

## Purpose & Scope

At Musgrave, we support thousands of retail and foodservice family businesses. Every day we feed one in three people in Ireland through 18 market-leading food and beverage brands that include SuperValu, Centra, Daybreak, Mace, and Musgrave MarketPlace. Our values and purpose challenge and inspire us to do the right thing, with a focus on practising good, fair, and honest business, a commitment to profit with purpose, and working relentlessly to innovate and lead the way in our market.

Our retail brands are market leaders, driven by passionate independent retail partners and committed teams in our business. This role immerses grads in the retail environment of our company owned and operated stores and will also provide experience of working with our Sales teams who support our retail partners. Retail operations is at the heart of delivering a seamless and customer focused shopping experience by executing excellent standards in every process from ordering to gap analysis to sales analysis.

This role will encompass experiences of working with our store operations teams, focusing on the day-to-day store operations. This may include working in a store under the direction of the Store Manager / Assistant Manager. This will provide vital experience around day-to-day store operational tasks e.g. growing sales, managing waste, enhancing margin, operating internal systems, working on store revamp projects etc. The purpose of this element of the role will be to understand how to perform all the operational tasks required to run a profitable store.

You will also gain experience working with our sales teams. Our sales teams play a pivotal role with our retail partners, working with them to deliver our brands to the highest expected standards. You will learn how Sales teams provide operational support for our stores, both on-site and remotely, including supporting store revamp projects, opening new stores, supporting fresh food training, roll out of new products etc

The scope of the Retail Operations Graduate role comprises a two-year experiential development programme. To support your commercial development and business knowledge, you will work with different teams across our network over the course of the Programme. The Programme will provide you with wide experience across our retail brands and delivering projects for different market requirements.

This is an excellent opportunity for graduates with a keen interest in the food and beverage retail/wholesale industry who are results-driven, commercially focused, and with a desire to drive business performance.

**Musgrave Institute – Where Futures Are Created**



At Musgrave, we believe in more than just learning — we believe in transformation. Whether you're just starting out or looking to grow, this is where your journey begins. Through Musgrave Institute, you will be in an award-winning development Graduate Programme designed to celebrate your strengths, expand your skillset and empower you to create your future. You will achieve this through customisable development, key experiences in your role, bespoke graduate development experiences, coaching and mentoring. You'll also work on business projects which you will present to our senior leadership at our dedicated Early Careers Summit.

### Key Activities

The key activities across the business include:

- Working in a Store under the direction of the Store Manager / Assistant Manager performing day to day store operational tasks e.g. Ordering of stock, growing sales, managing waste, shrink and markdown, enhancing margin, operating the GOLD system and using this to drive scan margin in the store.
- Working with the Sales team to train and support Retailers in executing our Brand plan to the highest standard.
- Working in conjunction with Regional Managers to continue to develop the Brand and drive profitable sales.
- The role involves working closely with Retailers and Sales teams in several areas such as:
  - New store openings and revamping stores, working with the relevant cross functional team to ensure that the projects are delivered on time and within budget.
  - Underperforming stores identified as having specific operational needs, ensuring a plan is in place, is being worked to and the impact of same is being measured.
  - Delivering & embedding retail excellence as a way of working, developing and sharing best practice procedures amongst the stores
- Develop strong cross-functional working relationships with key stakeholders including trading, marketing, operations, and finance promoting a strong customer-focused offer at all times.
- Support project development and rollout.
- Administrative activities linked to project management, etc.
- Participation in the Musgrave Graduate Development Programme

#### Primary Relationships

- Regional Managers/Regional Support Managers
- Store Managers/Assistant Store Manager
- Retailers
- Sales support team
- Retailers

#### Secondary Relationships

- Sales Director
- Graduate Mentor
- Graduate Coach
- Early Careers Manager
- Other graduates

#### Essential Qualifications

Honours Degree (Level 8); all disciplines accepted

#### Desirable Qualifications

Practical internship or experience in retail or project management or commercial role is an advantage

#### Essential Skills

- Desire to work in a commercially focused role in the food and beverage retail/wholesale industry
- Strong analytical skills and the ability to use data to inform decision making

#### Desirable Skills

- Strategic thinking capability
- Experience of working in the food and beverage or retail/wholesale industry
- Project delivery



- Strong influencing skills and the ability to manage challenging discussions for win/win outcomes
- Microsoft Office experience
- Ability to deliver to aggressive targets and timelines
- Prioritisation skills to manage workload and competing demand

## Our Values

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