

Job Description: Retail Operations Manager



Function:	Retail Health & Care
Job:	
Position:	Retail Operations Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Retail Director
Additional reporting line to:	N/A
Position location:	No fixed place of work – England

1. Purpose of the Job – State concisely the aim of the job.

- Ensures Brand Standard Visits are a way of life, and the customer can feel the rigour and relentlessness the regional team have for availability, stock management and processes. You will create a culture of continuous improvement, advancing processes and inspiring change.
- Foster a sales-driven culture across your region with a strong focus on Sodexo own brands & franchise partners, in-depth knowledge of product & processes, take accountability for driving sales growth in stores by implementing strategies that enhance these key areas.
- Credible and impactful when influencing others to drive a decision or change for the benefit of the customer and profitability. Empower retail teams to adopt this mind set, promoting a culture of data-driven decision-making.
- You are passionate about the customer experience. Role modelling the importance of a world-class customer journey. The retail teams will feel your passion and emulate it in their stores with their people and customers. Everyone in your region knows how to sell, manage queues and delight customers through friendly and helpful interactions. You set the standard and inspire others.
- Store activity and brand standards are delivered with excellence through the validation processes, clarity of communication and expectation that store teams are upskilled to deliver high execution. Your stores set the model standard for others to emulate.
- Support innovation by being a voice into the central teams, sharing ideas, feedback and collaborating on projects.
- To work with sites supporting compliant retail activity to ensure delivery of a high quality, timely, responsive, cost-effective and pro-active retail service.
- Support site managers for the performance delivery of the Retail & Catering Outlets. Making recommendations on budgets and improve upon.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

- Support to PFI & NHS hospitals, current 14 contracts
- £20 million annualised turnover

Characteristics

- To work closely with Retail leads in segment, Food platform and Retail Team

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.

Retail Director

Retail
Operations
Manager

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

You will work closely with, and support segment operations in the following areas:

- Compliance to retail offers and branding
- Drive a culture of commercial excellence, leveraging every opportunity to maximise sales, and adapt to seasonal and customer trends with energy and agility.
- On a nationwide basis, drive cost improvements by closely monitoring compliance and best in class retail practices.
- Work closely with the teams to ensure labour/equipment/facilities are fully optimised.
- As required to work with and on site to support operations
- Work with defined processes and utilise the expertise from the wider business to develop services and offers for the Health & Care segment.
- Regularly update leaders on operational performance, identifying risks with a solution-oriented mindset. Hold regular meetings with senior leaders to ensure alignment and collaboration.
- Drive consistent performance across all contracts, reducing variability and focusing on closing performance gaps through action and results-oriented leadership.
- To conduct announced / unannounced contract visits to establish agreed plans to ensure brand standards, sales and profit plans, customer experience standards and people activities are in place and reviewed every month.
- As required provide training on site to facilitate improved merchandising and upselling opportunities
- Facilitate the speedy adaptation of propositions in line with the changing market and consumer demands.
- Support segment bids to produce high quality tender response documentation working with strict timelines.
- Work with industry and professional groups to gather insight into retail activities and enhance the company profile

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Provide clear, candid feedback to managers, helping them understand their performance and guiding improvement. Celebrate excellence, and apply leadership earning and self-awareness to maximise your impact on others
- Business Sales Growth and Development
- Company adherence to compliance
- Support revenue growth by coaching all colleagues to consistently upsell to every customer

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential

- Experience of Retail
- Management experience
- Experience in delivering training in Retail, using company guidelines

Specific Skills

- Market knowledge and insight
- Effective communication
- Strong interpersonal skills and ability to communicate effectively
- Ability to monitor, lead and develop a team of people increasing individual effectiveness through leadership, motivation, communication, coaching and training
- Ability to monitor performance levels at all times
- Financial awareness in managing budgets
- Understanding of relevant Health and Safety, Employment and other legislative requirements

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	
▪ Innovation and Change / Project Management	
▪ Brand Notoriety	
▪ Commercial Awareness	
▪ Business Consulting	
▪ Learning & Development	

9. Management Approval – To be completed by document owner

Version	1.0	Date	26/08/2025
Document Owner	J. Lindsay		

10. Employee Acceptance

Signed:		Date	
Name:			