

# Job Description

|                                                |                                              |
|------------------------------------------------|----------------------------------------------|
| Function:                                      | Catering                                     |
| Position:                                      | Retail Store Manager                         |
| Job holder:                                    |                                              |
| Date (in job since):                           |                                              |
| Immediate manager<br>(N+1 Job title and name): | Retail and hospitality manager               |
| Additional reporting line to:                  | Head of Catering                             |
| Position location:                             | MFT - South Manchester, Wythenshawe Hospital |

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

- lead the day-to-day operation of Kitchen Works, ensuring the delivery of a safe, profitable and high-quality retail food service for staff, patients and visitors.
- drive retail sales, maximise commercial opportunities and maintain brand standards across all food and beverage offers while delivering excellent customer service.
- ensure compliance with all Sodexo and Trust policies relating to food safety, health and safety, merchandising, cleanliness and financial controls.
- To manage the retail team to achieve operational excellence, improve customer satisfaction and deliver agreed financial targets.
- To support the Head of Food Service in developing the retail offer through innovation, promotions and continuous improvement initiatives.

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

- Manage the daily operation of Kitchen Works ensuring all retail services operate efficiently and safely.
  - Lead, motivate and develop the retail team to deliver outstanding customer service at all times.
  - Ensure all retail brand standards are consistently maintained, including product presentation, merchandising, cleanliness and customer experience.  
Drive sales through effective merchandising, promotional activity, product placement and upselling opportunities.
  - Monitor daily sales performance, identifying trends and implementing actions to maximise revenue and profitability.
  - Ensure retail displays remain fully stocked, attractive and compliant with company merchandising standards.
  - Manage stock levels effectively, minimising waste through accurate ordering, rotation (FIFO), portion control and stock management.
  - Complete regular stock counts and investigate any stock variances.
  - Ensure all cash handling procedures, banking and financial controls are completed accurately and in accordance with company policy.
  - Maintain excellent food safety standards, ensuring full compliance with HACCP, Food Safety Act requirements, allergen legislation and company procedures.
  - Ensure all Health & Safety requirements are understood and followed, carrying out routine safety checks and ensuring corrective actions are completed.
  - Ensure all food preparation, storage and service complies with food hygiene legislation and company policies.
  - Monitor product quality to ensure food and beverages consistently meet specification.
  - Manage labour deployment to ensure staffing levels meet business demands while controlling labour costs.
  - Conduct regular team briefings, performance reviews and one-to-one meetings with team members.
  - Support recruitment, induction, training and ongoing development of retail colleagues.
  - Manage employee performance in line with Sodexo policies including attendance, conduct, capability and wellbeing.
  - Build positive working relationships with Trust colleagues, suppliers and internal stakeholders.  
Respond promptly to customer feedback, complaints and compliments, implementing improvements where appropriate.
  - Ensure promotional campaigns, seasonal offers and new product launches are executed effectively.
  - Maintain accurate operational records including food safety documentation, cleaning schedules, temperature records and training records.
  - Support continuous improvement initiatives to increase customer satisfaction, operational efficiency and retail profitability.
- Undertake any other duties appropriate to the role as requested by the Head of Food Service.

## 3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Deliver a consistently high-quality retail service within a busy NHS hospital environment.
- Balance customer expectations with financial performance, labour budgets and food cost controls.
- Maintain excellent retail standards while responding to fluctuating customer demand.  
Ensure compliance with food safety legislation, health and safety regulations and Trust requirements.
- Lead and motivate a diverse team operating across varying shift patterns.
- Drive sales growth whilst maintaining value for money for customers.
- Build strong working relationships with Trust stakeholders and Sodexo operational teams.  
Respond effectively to operational challenges including staffing shortages, equipment issues and unexpected increases in demand.

## 4. 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.

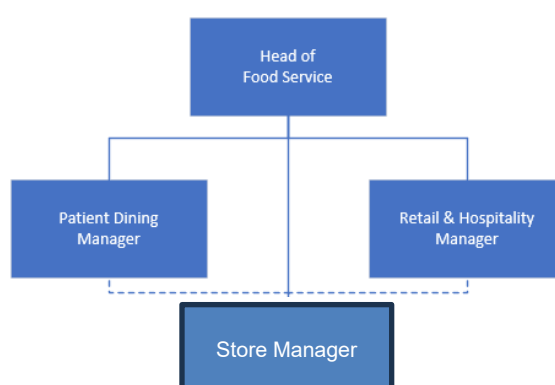
- Deliver agreed retail sales and financial targets.
- Maintain excellent customer satisfaction through outstanding service and product quality.

- Ensure full compliance with Food Safety, Health & Safety and company operating standards.
- Maximise sales opportunities through merchandising, promotions and effective upselling.
- Maintain stock accuracy while reducing waste and controlling food costs.
- Develop and motivate a high-performing retail team.
- Maintain consistently high standards of cleanliness, presentation and brand compliance.
- Deliver operational excellence whilst protecting the reputation of Sodexo and the Trust.

#### 6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

- **Education & Experience**
- Experience managing a busy retail or hospitality operation.
- Experience leading and developing teams within a customer-focused environment.
- Experience working to sales, labour and financial targets.
- Experience managing stock control and waste reduction.
- Healthcare or contract catering experience is desirable but not essential.
- **Skills & Competencies**
- Strong leadership and people management skills.
- Commercially focused with an understanding of retail performance and profitability.
- Excellent customer service skills.
- Strong organisational and planning abilities.
- Ability to work under pressure in a fast-paced environment.
- Excellent communication and interpersonal skills.
- Strong problem-solving and decision-making skills.
- Good IT skills including Microsoft Office applications.
- Knowledge of food safety legislation, allergen management and HACCP.
- Understanding of Health & Safety legislation.
- Flexible approach to working hours to meet business needs.
- Passionate about delivering exceptional customer experiences and continuously improving retail performance.

#### 7. Organization chart – Indicate schematically the position of the job within the organization. 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.



Received:

Date:

Date:

Job holder

Immediate Manager