

Job Description:

Senior Sandwich Artist (Subway Supervisor)

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| Function: | Retail | |
| Position: | Senior Sandwich Artist | |
| Immediate manager  (N+1 Job title and name): | Subway Manager- Andrea Pepper | |
| Additional reporting line to: | Senior Operations Manager – Sabina Isovic | |
| Position location: | Royal Stoke University Hospital | |
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| 1. Purpose of the Job | | |
| * To oversee and support the day to day management of the Subway Store, maintaining both Subway and Sodexo Brand standards, including H&S and Food Safety policy. To achieve full compliance store evaluations and internal audits, maintaining hygiene and staff safety. | | |
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| 2. Organisation Chart | | |
| Senior Operations Manager  Subway Manager  **Senior Sandwich Artist** | | |

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| 3. Main Assignments |
| * Oversee the production of Subway produce for daily service in line with specification * Food storage and prep complying with Subway and Sodexo standards * Lead the team during key service periods * Monitor produce stock levels and maintain product availability * Receive, check and store deliveries * Maintain a safe working environment for staff and quests * Maintain personal hygiene and uniform standards in line with brand expectations * Deliver high standards of customer service standards, ensuring survey results are achieved * Promote both Subway and Sodexo brands at all times * Support the completion of Weekly/Monthly inventory stock takes, to comply with Subway and Sodexo standards * Place weekly orders to maintain a store operations * Declaration of till daily, capturing bread count at end of service * Support with performance and people management needs of staff * Deliver monthly Sodexo Great Training Program, annual appraisals and competency checks * Maintain stock rotation in all store locations, minimising risk of waste or spoilage * Be aware of current Promotional Activity and ensure adequate stock holding of product lines. * Undertake other duties and projects requested by management in order to ensure the smooth running of Subway/Retail Operations. |

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| 4. Accountabilities |
| * Maintain high standards of customer service promoting the brand at all times * Maintain Food Safety standards in line with Subway and Sodexo Food Safety Policies * Accurately account for all Subway and Sodexo assets, produce, equipment and revenue * Maintain safe working behaviours and practices of all staff in line with Sodexo H&S, Food Safety and Job Specific training |

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| 5. Ideal Candidate |
| * Previous food preparation and service experience * Previous experience in a fast-paced customer facing business * Level 3 Food Safety preferable * Good standard of literacy and numeracy * Excellent interpersonal skills and ability to communicate effectively with customers, clients, and staff at all levels * Good time management and organisational skills * Ability to work well under pressure * Ability to achieve and operate to performance criteria, with particular regard to hygiene and safety standards * Positive approach to learning in role and identifying own training needs as appropriate * Self-motivated * Ability to work effectively as part of a team |

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| Management Approval |
| |  |  |  |  | | --- | --- | --- | --- | | Version |  | Date | 03/12/24 | | Document Owner | Sabina Isovic- Senior Operational Manager | | | |