

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

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