

Job Description: Café and Retail Manager

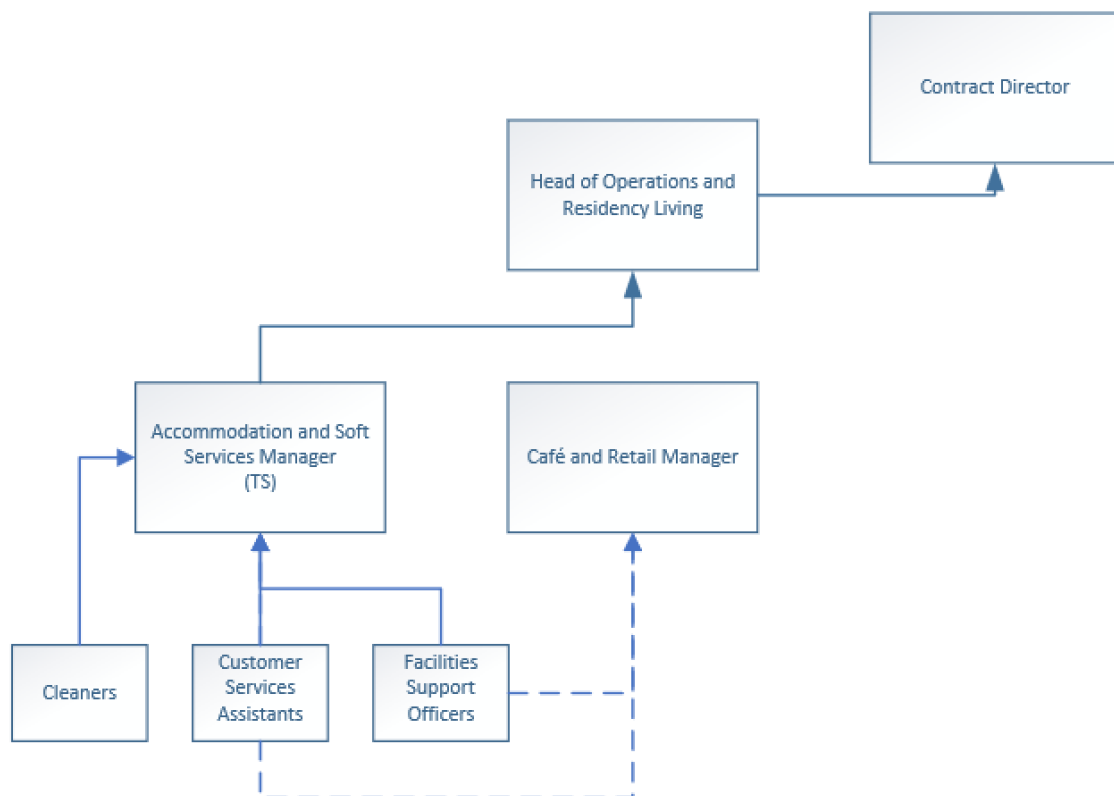


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| Function: | Universities |
| Job: | Catering |
| Position: | Café and Retail Manager |
| Job holder: | TBC |
| Date (in job since): | |
| Immediate manager (N+1 Job title and name): | Head of Operations |
| Additional reporting line to: | N/A |
| Position location: | Northumbria University |

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

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- To plan, organise and manage delivery of all services within the retail and café operation at Trinity Square Student Accommodation
- To maximise use of the new facilities on site and drive revenue whilst providing a excellent customer services experience for our students, staff, visitors and clients.
- To provide strong leadership and oversight of the social spaces and café ensuring these are well maintained and welcoming.
- Supervision of other staff members required to support the day to day running of the café ensuring operational procedures, relevant training requirements and legislation are adhered to.
- To contribute to the growth of all services in order to meet client and commercial expectations whilst managing strict budgetary control in line with Sodexo expectations

2. 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.



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

- Comply with all legislative requirements
- Flexibility on work schedule dependent on demand
- Collaboration with all other site departments to ensure the effective management of the site overall
- Ensure all practices are in line with Sodexo policies and procedures and those set out within Health and Safety and Food safety guidelines/legislation
- Be responsible for the day to day delivery of the management and running of the 24/7 365 day Café and Social space at Trinity Square. Including but not limited to; stock control, cash management, oversight of staff, food handling procedures and safety

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

- To continue to develop personal skills and knowledge within the position, including any required training courses
- To maintain excellent client/customer relationships
- To attend team huddles and meetings as required
- To maintain professional work standards at all times
- To ensure daily standards of service are achieved, maintained and developed
- To ensure levels of wastage/markdowns are carefully managed to a minimum whilst maintaining product availability
- To continually monitor all H&S and FS standards in all service operations and ensure they are maintained at the required level
- To drive performance through creating and circulating promotional activity and marketing initiatives
- Complete all required reporting as required
- Active involvement, promotion and support of activities aligned towards customer, client and colleague engagement
- To carry out any other reasonable tasks and/or instructions as directed by management
- Control all costs such as labour and expenses in line with budget as agreed with your line manager
- Maintain levels of stock, cash, local credit and debt outstanding to the agreed establishment targets
- Ensure that all equipment used, is in safe working order, checked regularly and serviced. Report any faults to management/client, ensure they are rectified and ensure equipment is not used until safe
- Provide a first point of contact to our customers and deal politely, professionally and efficiently with any queries and complaints
- Ensure all pricing is displayed and correct, and to identify areas of savings, sales and increased profitability

This list is not exhaustive, and the post holder is expected to undertake reasonable additional duties in support of the site team as and when required, especially in the event of major incidents that have the potential to endanger the life, building or reputation.

5. 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.

- Achieve financial targets including sales, margin and waste
- Pass all internal and external audits
- Leadership, people and relationship management
- Service excellence
- Operational management

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

Essential

- Demonstrate experience of working in a similar role within the service industry at a comparable level in a company
- Good numerical and communication skills,
- Management knowledge of health & safety and food safety
- Knowledge of MS Office (Word, Excel and Outlook)
- Proven experience in retail and/or leisure sector, including stock management, cash control and customer service

Desirable

- IOSH and CIEH qualifications or equivalent
- Proven experience of managing client relationships

- Proven track record of leading, managing and developing a team

Employee Signature _____

Print Name _____

Date _____

7. Management Approval – To be completed by document owner

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| Version | 1 | Date | July 2025 |
| Document Owner | TM | | |