

Job Description:

Retail – Subway Manager

Function:	Health & Care Retail Service – Subway
Position:	Subway Manager
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Retail Manager
Additional reporting line to:	Retail Manager
Position location:	MFT - Oxford Road Campus

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

Performs and directs overall store management of the Subway store at Manchester University NHS Foundation Trust – Oxford Road Campus. To ensure the prompt and efficient preparation and service of all food to the standard outlined in the SUBWAY® Operations Manual and to the client's satisfaction and maintaining the cleanliness and hygiene of the Unit to the required standard in the SUBWAY® Operations Manual and Service Level Agreement.

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

- To organize and assist in the preparation and presentation of all food service (participating as necessary) at the required time, being provided to the standard laid down in the SUBWAY® Operations Manual and Service Level Agreement and to the Client's, Customer's and Sodexo's satisfaction. Completes and posts the staff work schedules.
- To ensure that all food is prepared with due care and attention, particularly in regard to customers' special dietary requirements: for example, nut, dairy or wheat allergies.
- To organize any special function as required, some of which may occur outside of normal working hours.
- To establish and maintain satisfactory relationships with individuals at all levels within the Company and the Client organisation.
- To ensure that the Company's accountancy, documentation and administration procedures are carried out to the laid down standard and that the necessary weekly returns are completed accurately and sent to the appointed office on time.
- This may be electronically, paper-based, or both, as instructed.
- Maintains business records as outlined in the SUBWAY® Operations Manual. Analyses business records to increase sales. To control and monitor the financial performance of the unit and to maintain costs within pre-budgeted targets.
- Supports local and national marketing initiatives. Communicates changes of food preparations formulas, standards, etc. to staff.
- To maintain the standards and integrity of the service offer and Service Level Agreement at all times. To carry out a daily service audit and perform activities detailed in the service offer manual under Key Performance Indicators to the frequency and level required.

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

- To take all necessary steps to ensure maximum security of the restaurant, kitchen, store, office, safe and monies and any other areas under the Sodexo's control.
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- To recruit, interview, control and discipline staff according to the needs of the unit and within the procedure laid down by the Company. To maintain accurate and up-to-date personnel records for all staff as laid down in the Unit Personnel Manual. To keep records of any disciplinary issues and keep the Retail Operations Manager and Human Resources Manager informed of these.
- To ensure all new staff are given a thorough induction into their job, the unit and the Company. To monitor the performance of staff, carry out performance reviews and provide training and coaching as necessary, and record on the appropriate documents.
- To have special regard to the welfare of the establishment staff, and to organize regular and effective staff meetings.
- To ensure the correct compilation of the payroll to the latest regulations. To ensure that all Statutory Regulations and Company Policy concerning the staff are adhered to.
- To have regular contact with the Retail Operations Manager and to produce any reports as necessary pertaining to current or events.
- To implement and maintain the Statutory and Company standards of hygiene, health and safety and take any action as is necessary.
- Attend to any reasonable requests made by the Retail Operations Manager

Irregular duties:

- To relieve and assist in other establishments in certain circumstances.
- To attend to and take all necessary action, statutory and otherwise in the event of accident, fire, loss, theft, lost property, damage, unfit food or other irregularities and complete the necessary return and/or reports.
- To attend meetings and training courses as requested.

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.

- P&L reports are completed within agreed timescales and show positive financial performance.
- Sales targets are met or exceeded.
- Direct reports are managed effectively.
- Client satisfaction scores are improved.

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

Experience in working in a fast-paced retail environment is desirable but not essential as all training required to successfully deliver in this role will be provided.

Essential Training to be undertaken:

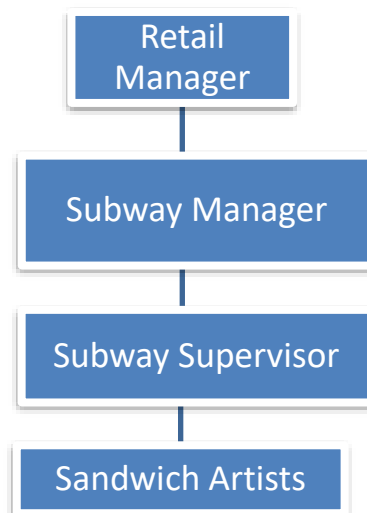
- Subway's online training course 'Person in Charge (PIC)' levels 1 & 2 - (estimated 20 hours)
- 1 Week off site training course (20th - 24th August)
- 80 hours in store training
- Good standard of literacy and numeracy
- Previous catering experience
- Excellent interpersonal skills and ability to communicate effectively with customers, clients, and staff at all levels.
- Must have the ability to lift 10 pounds frequently and up to 30 pounds occasionally. Must have the ability to work a minimum of 50 to 60 hours a week.
- Good time management and organizational skills
- Ability to work well under pressure.
- Ability to achieve and set standards and operate to performance criteria, with particular regard to hygiene.

- Positive approach to learning in role and identifying own training needs as appropriate.
- Self-motivated
- Sense of own initiative
- Ability to work effectively as part of a team.
- Flexible approach to role

Desirable

- Basic Food Hygiene Certificate
- FSC3, 706/2 or NVQ2 chef qualification, or equivalent
- Previous experience of catering management
- Experience of managing a team in a Healthcare establishment
- Experience of managing budgets
- Experience of delivering training using company guidelines
- Computer literacy
- Good standard of financial acumen
- Ability to develop increasing individual effectiveness through leadership, motivation, communication, coaching and training.

6. 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.



8. What's in for you – in your role you'll get some great things back from us in return

- A reward related to customer experience visits.
- Various incentives including a well-rewarded Shop of the Year event to take part in
- Access to excellent training and development activities
- Opportunities to develop and progress your career with us.
- Being part of a successful business, which offers long term job security.
- Being part of a family who believes in its values.

Levels

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Received:

Date: May 2024

Date:

Subway Manager
Job holder

Retail Manager
Immediate Manager