

Function:	Healthcare
Job:	Retail Team Leaders
Position:	
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Adam Strong, Retail Manager
Additional reporting line to:	Deputy Contract General Manager
Position location:	North Devon District Hospital

1. Purpose of the Job

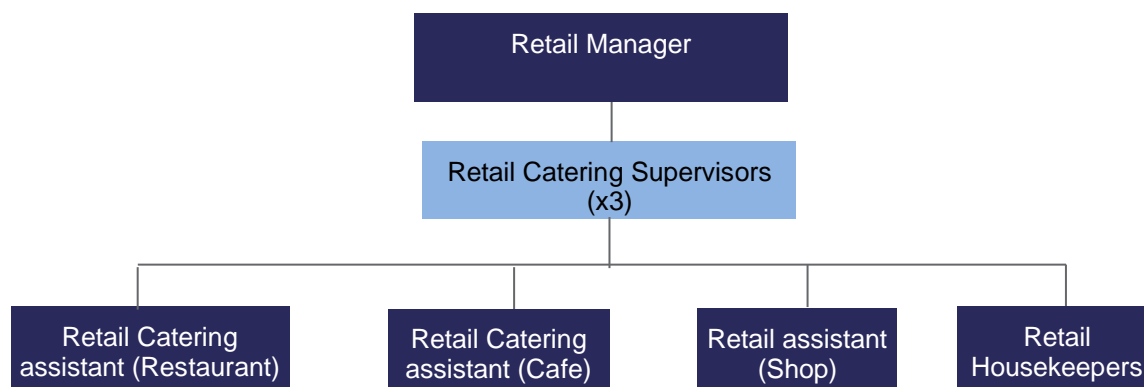
- To courteously serve staff and visitors within the catering / retail outlets within a hygienic and pleasant environment
- Responsible for the day to day running of the Retail Units to include maintenance of the department's services to all patients, staff and visitors
- Retail Administration
- Ensure food production in line with Sodexo standards of quality, food Safety and Health & Safety

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

Characteristics ▪ Add point

3. Organization chart



4. Context and main issues

- Food safety legislation & compliance
- Health & Safety legislation & compliance
- Compliance with Company & Client policies
- Staff HR and absence management
- Compliance with Company & Client policies
- Quality control of all food production
- Management of the handling of cash in line company policies
- Using Sodexo SMS for monthly Audits
- Drive Compliance (PPDS, Allergen, Calories and Menu Planning.)
- Ingenium Training for new starters, refreshers and one to one.

5. Main assignments

- Compilation of duty rotas and allocation of duties amongst the Retail Team including Controlling overtime, annual leave, absence and other personnel related tasks
- Responsible for ensuring all menu items are to the required standard and specification, e.g. Portion Control, temperature, quality.
- To monitor food quantities provided by the kitchen and to collate and report any regular wastage for investigation
- Ensure Cleaning Schedules are completed and documented.
- Responsibility of securing company money and the handling of cash is in line with company procedures.
- Report and investigate any cash shortfalls.
- Record keeping – Temperatures, SSW, HACCP, Training record cards
- Ensuring all company procedures and checks are carried out daily
- Monitoring of stock levels and ensuring continuous supply of all food stuffs, catering disposables
- Responsibility for security of stock, supplies and equipment within the department & ensuring stock control and stock rotation.
- Ensure that all equipment and materials are used and stored safely in compliance with COSHH regulations
- Ongoing checking of equipment for general standard of maintenance and report mechanical faults as necessary
- Ensuring the observance of managing safely, safe working methods and recording and reporting any untoward incidents by the appropriate Incident/accident report forms.
- Complete weekly team huddles and promote staff engagement
- HR duties to include sickness monitoring, return to work interviews and escalation to management
- Act as first line of contact for client enquiries
- To identify training needs and carry out staff performance development reviews. To undertake/ carry out training as required.
- Manual tasks within any of the retail units.
- Sodexo is committed to providing customer care of the highest quality and promotes this through the customer care training of their staff.
- Complete all audit and quality standards documentation as required.

The duties of this post are not exhaustive and may be reviewed and amended as necessary in accordance with a changing environment

6. Accountabilities

Quality

- Green Tier 3 Audit score
- Minimal food wastage
- Excellent Customer feedback
- Local Authority Food Safety Score (5stars)

Confidentiality

- During his/her duties the postholder may have access to confidential information which must not be divulged to any unauthorized person or any relative at any time.

Policies and Procedures

- Ensure safe practice to minimize the risks of infection to patients and staff in accordance with national and Trust policy, to be aware of their responsibilities as listed in the Infection Control Operational Policy.
- The post holder is required to familiarize and comply with all relevant Sodexo and Trust policies and procedures.

Health and Safety

- Staff must take care of their own safety and others who may be affected by their actions or omissions. Health and Safety in the workplace is a two-way thing manager must make sure their employees work in a safe environment and employees have an obligation to report any Health and Safety concerns to management. The workforce must ensure that all equipment or personal protective equipment provided is used in the appropriate manner. They must also report any accidents or near misses to the appropriate manager and must also complete the appropriate Incident/accident report forms.

Staff Engagement

- To promote staff engagement and teamwork to encourage and maintain a safe efficient and inclusive working environment.

7. Person Specification

Essential:

- Organised
- Ability to communicate at all levels
- Ability to comply with service requirements in line with client policies at all times.
- Awareness of Health and Safety legislation
- Undertake training as and when required.
- High standards of personal hygiene
- Barista Experience
- Level 3 Supervisors Food Safety Certificate

Desirable

- NVQ Level 3 Hospitality & Catering
- NVQ Level 3 Management & Leadership

8. Competencies

▪ Leadership & Management	▪ Rigerious Management of results
▪ Employee Engagement	▪ Learning & Development
▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Innovation & Change

9. Management Approval – To be completed by document owner

Version		Date	30/12/2024 (Updated)
Document Owner	A. Strong		

NAME	
SIGN	
DATE	