

Job Description: Greggs Shop Manager



Function:	
Job:	Retail
Position:	Greggs Shop Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Account Manager
Additional reporting line to:	Catering Services Manager
Position location:	UWE BRISTOL

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

- Delivering Operational Excellence
- A workplace where problem-solving, teamwork, and leadership results in the ongoing improvement of our business. This involves focusing on the customers' needs, keeping your teams positive and empowered, and continually working 'The Greggs Way'

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

- Outlet Budget Maintained

3. 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.

account
manager

Greggs Shop
Manager

4. 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.

- 5 words in bold our 5 Key Drivers.
- Deliver a fast and friendly **CUSTOMER EXPERIENCE** by putting the customer at the centre of shop operations
- Develop a high performing **TEAM** focused on delivering a fast & friendly customer experience
- Achieve consistently high **STANDARDS** to meet customers' expectations
- Deliver relevant added-value to customers to increase **SALES**
- Maximise **PROFIT** through effective cost control
- And not just doing these things well; doing them **BRILLIANTLY**

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

- Reviews CXV reports and actions underperforming areas and has a live action plan
- Follows the Greggs Service Styles
- Achieves consistent CEV results for asking eat in/takeaway question
- Offers meal deals
- Work efficiently across all day parts
- The team consistently deliver excellent CX in shop & across digital channels
- Manages the queue to deliver the Greggs speed of service target
- The team are empowered to use 'Fix it Now' to put it right for the customer
- Shares compliments with the whole team, you can see this on notice boards
- Supports and demonstrates to individual team members how to improve their performance in delivering an excellent customer experience utilising YGL modules where applicable
- Completes Brilliant Shop Welcome including check-ins

- Core Training
- Compliance Training
- Completion of own and team training monitored through Your G Learning
- Non-op and training hours are planned in as instructed and appropriate to the activity being carried out
- Works together to achieve green across all GPS measures
- Supports with cover across the territory when required
- Supports my AM as and when required
- Develops the team's skills and knowledge
- Hold myself and my team accountable when we don't achieve the required results
- Robust succession plan in place
- I recognise the team's contribution to our overall performance
- I listen and act on the teams' ideas, encouraging them to use 'Your Ideas Matter'
- I am positive about changes within our business
- I take an active approach to team engagement
- I distribute shifts fairly amongst the team
- Completes QuDOS health checks on average twice a year
- Regularly check-in on new starters progress within the first 6 months
- Prepare in advance of the survey/review meetings
- Provide relevant feedback on performance
- Provide guidance on SMART development plan
- Regularly check in on progress
- Enter accurate information to the online form
- Follows and demonstrates all Brand Standards & Greggs Way processes
- Follows the Operational Checkpoint process
- Scores positive CEV in relation to standards
- Customer area maintained and cleaned regularly
- No out of dates within a 12-month period
- BA audits actioned within 4 weeks and standards maintained
- Scored positively against all SHE questions in BA Audit
- Achieved a green score for an annual Risk Assessment Audit
- All Hestia procedures followed correctly
- Procedures are in place to ensure the shop is safe and secure (Keys, Alarms, Fobs & Gates)
- Follows Food Safety & SHE principles
- Follows sandwich production schedule
- Sandwiches produced to quality standards
- Production rate achieved consistently
- Sandwich maker identified in QuDOS
- Reviews BI Availability report & takes required actions
- Gold Star lines available across all day parts
- Follows the bake plan
- Coffee checks consistently completed
- Recognise the opportunity to increase availability and utilise the F&R process
- All product quality consistently achieved following Quality Checkpoint
- Follows Food Safety & SHE principles
- I maximise sales opportunities across all day parts
- Scores consistent CEV results for Meal Deal question
- Complete a QuDOS health check
- Monitors availability & adjusts production to deliver full availability of gold star lines
- Checks the BI Stock Loss report to ensure the stock position is correct and add to stock count if needed.
- Regularly checks the shops performance using the BI Availability report
- Feeding into local events 'Local Feedback Form
- Communicate with AM if forecasting needs adjustment
- I inform the team on our current performance
- I keep the team up to date on our position on league tables, actively asks for regular updates and feedback from Line Manager
- I record receipt of POS & new equipment
- I check my shop using the weekly POS checklist
- I ensure the whole team are aware of the new launch
- Digital Channels
- Breakfast clubs

- Greggs Rewards
- SOTY
- Customer Experience – best in customer service
- HAPPI Award
- Too Good To Go
- Actively engages in company trials, feeding back to AM with regards to process and procedures, e.g. 'Hot to Go' & 'Late Night'
- Daily review of BI Stock Loss Report
- BI Availability & Sales Reports
- Follows Staff Discount, petty cash & travel expenses procedures
- Effectively manage the use of Biffa bins
- Achieve my energy target using my energy report
- Accurate stock and sales recording
- Sales entered into tills correctly
- Stocks completed on the correct days
- Review BI Wages Report
- Non-op and training hours correctly recorded
- Punching in & out
- Time sheet summary checked and accurate
- Time sheet closed every week
- Absence management
- Time off requests actioned
- Job attributes maintained
- Waste Management (waste separation)
- Energy reduction
- Able to advise customers how and who to contact with charity donation requests.
- Follow the procedures for both unsold food donations and the Too Good to Go bags

6. 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.

- My Team and I do the right thing for the customer, by: demonstrating our service styles consistently, knowing our products and actively talking to our customers about relevant deals and promotions on offer.
- I own customer feedback and celebrate customer compliments to continually improve the service we provide.
- I review my shop team structure and contract hours and recruit great people accordingly.
- My team are fully trained and signed off within agreed time scales on all relevant core training programmes and compliance training; this means I trust my team to “do their job”.
- I have established a strong team where everyone has clear understanding of their purpose and responsibilities. As a result, we are self-sufficient and are able to offer support to the wider group.
- I drive high engagement through my team.
- I support retention within my shop, by maintaining a working environment that addresses the various needs of the team to enhance their job satisfaction and well-being.
- I lead on the Brilliant Supervisor (BSUP) programme to support and develop my Supervisors to develop a clear succession plan.
- I manage all performance issues promptly. I'm confident in how to support and manage people when they fall below the expected standard and when to refer difficult and complex issues or problems to my Area Manager.
- I keep up to date with all communications that I receive and plan time to brief the team. I listen to their comments and take action.
- My team and I consistently deliver brand standards by spending time on the shop floor throughout the day, reviewing standards according to each day part.
- My team and I keep ourselves and our customers' safe by following our Food Safety, SHE and Loss prevention procedures.
- There are enough trained sandwich makers, working to required efficiencies and procedures, to produce sandwiches to the correct specification.

- I work across a range of day parts and days of the week to ensure I identify & drive sales opportunities in my shop.
- I review my shop order daily and take the required action on any incorrect stock issues found, to enable us to have the right products at the right time to meet customer demand.
- I communicate effectively, across the entire team, all relevant targets and performance measures.
- I review my reports and follow procedures in order to control costs within my shop.
- My team and I accurately record stocks, waste and use EPOS correctly to support the shop order system
- My team and I successfully implement all promotional and new product launches to achieve sales.
- proactively support initiatives, trials, company competitions, and incentives to build sales, customer numbers and raise our brand awareness.
- team and I ensure the quality and availability of all shop produced products across all day parts.
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7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Proven experience of leading a team within a service environment
- Proven experience of managing operations within a catering service
- Ability to communicate effectively with team members and line manager
- Experience of delivering relevant training, using company guidelines
- Understanding of relevant Health & Safety, Employment and other legislative requirements
- Experience of implementation and adherence to HACCP
- Experience dealing with branded outlets is desirable
- Strong attention to detail and adherence to standards
- Proven IT skills
- Ability to deal with stressful situations with a flexible approach to the role
- Analyse problems, develop opportunities and implement innovative solutions

8. Competencies – Indicate which of the Greggs core competencies and any professional competencies that the role requires

- Leading the Team
- Results Focus
- Building Capability
- Thinking and Problem Solving Skills
- Customer Focus
- Managing Change
- Influential Communication and Impact
- Working the Greggs Way
- Resilience

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			