

# Job Description:

## Retail Operations Support CoOrdinator



Function:	SodexoLive!
Position:	Operations Support Co-Ordinator - Retail
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Retail Manager
Additional reporting line to:	General Manager
Position location:	Blackburn Rovers Football Club

### 1. Purpose of the Job

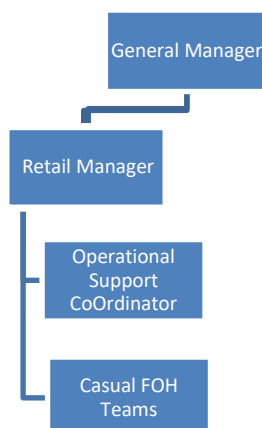
- Maximise the profitability of the Retail function
- Support HOD to lead, develop, manage and motivate a high performing team to the agreed standards to ensure that the client receives services of the highest quality
- Support the GM and in the development of business strategy, in line with current and emerging client needs
- To deliver on client KPI's and SLA's to ensure exceptional standards of service and enhanced guest experience
- Support the BRFC client in developing their client base, identifying opportunities to maximise profit and growth
- Manage the periodical tasks through process and time management across the Hospitality team
- Support Retail team with back of house processes.

### 2. Dimensions.

Revenue ▪ N/A

Characteristics ▪ N/A

### 3. Organisation chart



#### 4. Context and challenges

- Ensure there is a proactive attitude towards continuous improvement, attending regular meetings to review service styles and menu offers as well as customer feedback, making the need for attention to detail and innovation key
- Review Client feedback both during and post events to identify recurring themes or look for ways to make a positive change
- Deliver all events on time and on budget, ensuring all last-minute client requests are managed appropriately and met where possible
- Build and maintain strong relationships with the client sales team, ensuring service is of a high standard and costs are effectively controlled
- Be mindful of the joint venture and the key stakeholder expectations when planning and delivering all events
- Presenting our offers confidently to internal and external clients
- Manage and respond to all client and guest feedback in a timely and professional manner
- All standards in the operational audits are effectively passed by the business units such as Safeguard, Unit Business Health Checks and Mystery Shops
- Maintain high standards of appearance and personal hygiene personally and promote within the team.

#### 5. Key Assignments

- Act as key operational support for Retail HOD
- Act as the point of contact between the sales and operational teams offering creative input to deliver on trend, cutting edge events
- Support to ensure that all events are delivered in line with agreed budgets and time frames
- Work collaboratively with the HR and Training teams to ensure all casual staff have the required skills to deliver outstanding service
- Liaise with internal sales and clients to understand event requirements and attend key client meetings
- Support operational teams to deliver match days and events within the BRFC calendar
- Develop and maintain operational SOP's to ensure consistency in service standards
- Keep up to date with industry trends and advances
- Lead by example to embed Sodexo's Health and Safety culture across site
- Duty Manage to deliver functions as required
- Support matchday operation (All scheduled home games attended)
- Support on site events (as and when required)
- Typical Supporting Tasks to include, but not exclusively:-
  - Operational Set Up | Cellar Operations | Event and Function Management | Stock Control Management | Leadership and Coaching | Rota Planning | Staffing and Training Records | Creating Event/Match Packs including Menus, POS and Display | Social Media | Process Improvement

## 6. Accountabilities

- Work with all operational teams to ensure that the department maximises profit without compromising service standards and KPI's
- To ensure that all events comply with Sodexo Live! & BRFC health & safety policies

## 7. Person Specification

### Essential

- Good Knowledge of Retail Operations
- Good understanding of Stock Control
- Strong EPOS skills
- Strong commercial and business acumen
- Experience of working with a diverse casual team
- Excellent communication skills at all levels, internally and externally
- Resilience to manage multiple tasks and prioritise
- Self-motivated and able to work on own initiative within a team environment
- Experience in planning and management of events
- Flexible approach to working time
- Experience in using Microsoft Office
- Good eye for detail
- Willing to work with flexible working hours
- Able to handle and manage alcohol
- Need to be physically able to move large amounts of equipment

### Desirable

- Experience of training and the development of people
- Good Knowledge of Events, Conference or Banqueting operations

## 8. Competencies

### ■ Growth, Client & Customer Satisfaction / Quality of Services provided

To have the ability to grow professionally as the business has a desire to achieve goals and exceed them

### ■ Rigorous management of results

A professional need to implement high standards and a want to continually improve those standards. whether its team performance, management function and including cost savings and improved up sales of products and services into events

### ■ Commercial Awareness

Understand the profitability of the business process and to ensure that all events costing work towards this standard is of vital importance.

### ■ Learning & Development

Professional development is a continuous process and a need to that must be addressed in yourself so that you can train and develop your team and its employees

### ■ Leadership & People Management

As a leader you need to lead by example and the point of reference as to how to act, behave and to deliver. Leadership is a way of being and delegate task and responsibility to your managers and to recognise skill sets and to work to individual strength and to offer guidance in all aspects of the business

### ■ Innovation and Change

To have a want and a need to push boundaries a drive to accelerate innovation and continually review and implements improvements in all aspects of your roll and the team you manage

## 9. Management Approval – To be completed by document owner

Version	V1	Date	01/04/24
Document Owner	JT		

## 10. Employee Approval – To be completed by employee

Employee Name		Date	
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