

Job Description:

Retail Operations Manager



Function:	Department Manager
Position:	Retail Operations Manager: Food
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Retail Operations Manager: Beverage
Additional reporting line to:	Head of Retail
Position location:	Ascot Racecourse

1. Purpose of the Job

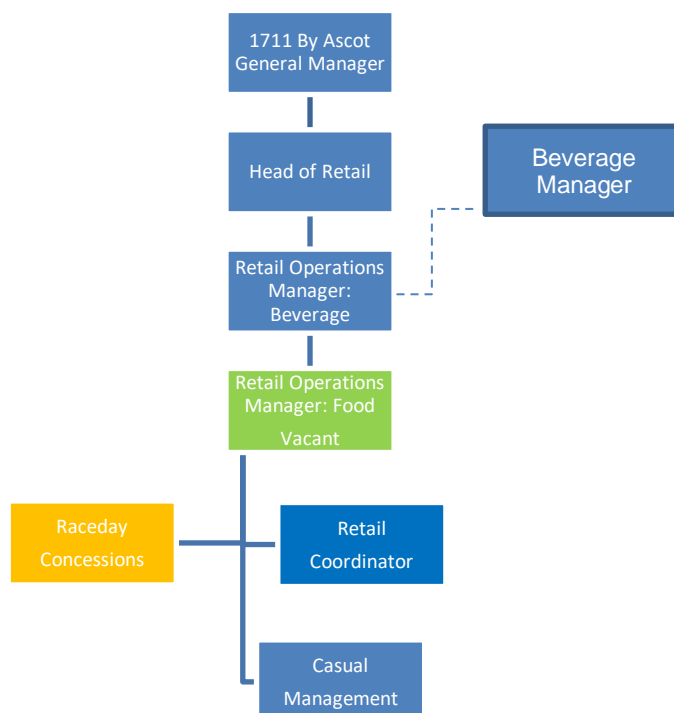
- To manage all food areas within the retail operation, in line with the retail strategy
- Ensure all food units are set up according to the agreed SOP's and delivered operationally
- To work with the Head of Retail to oversee the setup, breakdown, equipment and general logistics for the retail food units
- To manage the execution of the Retail Food Operations on all race days
- To ensure the safe working practices are maintained within the Retail Food Operation, including Allergen management, PPDS and Safe Systems of working
- Ensure all units, including concessions are compliant with Food Safety and Health and Safety legislation and that appropriate records are completed and retained for audit purposes
- To be responsible for the labour spend within the Retail Food Operation, including planning, forecast and review of actuals to identify anomalies and justify overspend
- Work with the culinary team in developing new and innovative food concepts, menu design, through SOP's and training to the point of delivery
- Work with Sodexo supply chains, to bring the best in class to Ascot
- Work with the Ascot Marketing team to ensure that all new and existing food offers are marketed and analysed
- To provide the marketing team with relevant food offers and allergen information for each race day
- To support the Head of Retail with financial information required to run the overall Retail account
- Manage and implement retail food capital projects, overseeing the planning and execution stages of new on-site projects, along with the continued management once projects are fully operational
- To manage and deliver the annual retail CAPEX plan, in conjunction with ARL's overall CAPEX plan
- Work up ROI's and investment models with the General Manager and the Head of Retail
- Support the Head of Retail with all operational processes, ensuring business objectives and statutory needs are met in the most economic and efficient manner

- Successfully integrate client lead projects into the working Sodexo program and ensure project milestones are met and reported on
- Deliver against any agreed KPI's for the retail accounts
- Support the Retail Operations Manager: Beverage to ensure consistent delivery of service for all racedays and key events
- Manage and integrate Sodexo central projects into the current working retail structure on site, working with the wider Sodexo structure to make sure strategies and central policies are successfully integrated
- Work with the culinary team to determine food ordering levels
- To support the culinary team with food waste management
- Coaching, training and development of the retail casual teams
- Management of kitchens, equipment maintenance and cleaning management, including periodic deep cleans
- Managing the food concessions
- Ensure the retail operation is allergen compliant
- To assist the Head of Retail with marketing planning and execution
- To support key event dates at Ascot and the wider business, as required

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.

Retail Revenue 2022 ▪ £8.7m (Food and Beverage)

3. Organisation chart



4. Context and main issues

- Ascot is the flagship site for Sodexo Sports & Leisure and as such needs to be industry leading in both quality of operation and service delivery
- Retail is a key segment of the Ascot portfolio and a department where key operational changes can directly impact bottom line profits
- Ascot strives to continuously improve and innovate to offer a food proposition that is market leading for both the Events and Racing segment
- As a main focus area of the client, Retail food is a key deliverable to maintain the reputation of Ascot among the wide customer base

5. Main assignments

- Execution of new and existing food offerings to the highest standards
- To drive delivery and profit from food concepts
- To constantly be looking at new and innovative food offerings, that are on trend
- Support the wider retail team with any relevant execution of operational projects in conjunction with the Sodexo central team required to be integrated to the onsite strategy
- Development of retail operational projects so to successfully launch and introduce innovation and operational strategies to develop the working processes of Sodexo at Ascot racecourse
- Management of all retail KPI documentation linking directly with the client, to produce accurate reports and results and supply supporting evidence when requested by the client
- Working with client sponsors to successfully integrate brand activations within the retail operation
- Operational management and support for internal and external events
- Responsible for all Retail Food Operations monthly profit and loss
- Assist with the management of the Retail account managed by the Head of Retail, providing administrative support with budget management and the successful production of forecasts, profit and loss and period review reports
- To maintain the SAP purchase order system and ensure all forecasting is submitted
- To assist the kitchen with the development of the menu specification process and monitor the allergen specification strategy
- To support the retail team with the project management, supporting where additional support is required to oversee and assist with all aspects of project management
- To operationally manage the Retail Food Operation & Food Concessions on race days

- To support the Head of Retail with all race day and event requests
- Continued development of current working projects on site
- Development of the retail team

6. Accountabilities

- Successful food operation, with on trend, and best in class offers
 - Successfully launching new innovative food concepts when required
 - Making food lead areas, profitable
- Successful management of all retail KPI information relevant to Sodexo at Ascot racecourse including tracking of results, report production and supplying sufficient evidence to the client.
- The Business continuity plan is constantly reviewed and developed to include supportive material in conjunctions with both the client and central Sodexo policies
 - Relationships are developed with key stakeholders to allow development both operationally and functionally to enable growth and development with confidence in the role
 - To Liaise with the Retail Operations Manager – Bars for all CCG and dispo needed for Retail Food in line with budget
 - To deliver a Retail Food training plan in line with the Ascot Way in association with the Training department
 - To maintain the uniform standard of all units, ensuring the Retail Food Team always adhere to them
 - Successful strategies are integrated to support the retail operation processes on site, along with all administrative and planning tools working in line with the Head of Retail's requirements

7. Person Specification

Essential

Graduate calibre or qualified through experience gained within fast paced food retail

- Experience of managing diverse teams
- Experience of working to tight deadlines
- A comprehensive knowledge of Food Hygiene and associated Food Legislation and Best Practice
- Competent in Microsoft Packages
- Experience of working with an EPOS system
- A confident communicator with exceptional verbal and written communication skills
- Attention to detail
- A keen interest in food trends
- A minimum of two years operational retail experience at management level

Desirable

- Experience of working with third party contractors / suppliers
- Experience of analysing food trends within the industry
- Experience of budgeting, forecasting and profit and loss management
- Project management experience
- H&S Food Hygiene Qualification Level 2
- Knowledge of Wines and Beverage trends

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

<input type="checkbox"/> Client Growth and Customer Satisfaction	<input type="checkbox"/> Innovation and Change
<input type="checkbox"/> Rigorous Management of Results	<input type="checkbox"/> Brand Notoriety
<input type="checkbox"/> Leadership and People Management	<input type="checkbox"/> Planning and organising
<input type="checkbox"/> Analysis and Decision Making	<input type="checkbox"/> World Class Service
<input type="checkbox"/> Industry Acumen	

9. Management Approval

Version	V1	Date	13/02/2022
Document Owner	Caroline Hawkins		

10. Employee Approval

Employee Name		Date	
---------------	--	------	--