

Job Description: Retail Manager

Function:	Retail
Job:	Retail Manager
Position:	RETAIL MANAGER
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of Soft FM Services
Additional reporting line to:	
Position location:	Central Manchester University Hospitals

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

- Member of the site management at CMUH with key responsibilities for the front and back of house services in retail units including hospitality, ensuring excellent customer service and development of service offers.

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 <ul style="list-style-type: none">Responsibility for approx. 60 employees									

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.



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.

- Sodexo provide a full range of both hard and soft facilities services across numerous NHS and PFI hospital contacts around the UK, these include catering, retail, domestics, portering, switchboard, helpdesk, estates and maintenance, reception, mailroom, security, couriers, car parking and waste management.
- During the course of the duties the postholder may have access to confidential information which must not be divulged to any unauthorised person.
- The postholder has a responsibility to comply with the Trust's policies and procedures regarding their own conduct on site, including but not limited to infection control, smoking and car-parking as well as ensuring that any employees under their supervision equally comply.

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

- Assist the Food Services Operations Manager to deliver budgeted profit and turnover for services and accounts
- Responsible for ensuring compliance of own team with all Company and Trust policies and procedures whilst proactively responding to prevent and deal with issues of non-conformance
- Responsible for compliance on food and H&S legislation, ensuring effective communications with the local EHO and taking all necessary actions within area of responsibility
- Responsible for financial management of the allocated budget for area ensuring that stock levels, wastage and labour are effectively managed
- Ensure achievement of high levels of client and service user satisfaction, and monitor these on regular basis.
- Use the Blueprint system/Kronos Scheduling tool to understand, analyse, manage and review retail outlets requirements and demand
- Responsible for the recruitment and management of direct reports. This will include responsibility for their development which will include health & safety, communication of shared goals and ensuring that effective performance development reviews (PDRs) take place
- Responsible for managing staff within area of responsibility in line with the appropriate policies in relation to issues including conduct, performance, absence, grievance, fair treatment, pay progression, leave and all other HR policies
- Promote effective two way communication within all levels of staff in area. This will include ensuring that team briefings take place and that Company and Trust objectives and values are clearly understood
- Champion the CARES programme to ensure all staff are committed to delivering high levels of customer service at all times communicated
- Promote and deliver the Brand Ambassador modules and act as Sodexo Brand Ambassador
- Ensure that health and safety standards are understood and delivered across all of hospital operations. This must include any agency staff and all employees from their first date working on site
- Contribute to discussions with Food Services Operations Manager regarding sharing ideas and best practice to improve site performance
- Assist in the preparation of forward planning relating to the refurbishment of any areas
- In conjunction with the Food Services Manager, and the regional retail teams, continually review menus for retail services to ensure innovation and market trends are incorporated while profit margins are maintained
- Liaise closely with 3rd party contractors used on site to ensure that a quality and value for money service is provided. This will include the supply of any agency labour used and ensuring that the suppliers comply with all Company and Trust requirements. Report any concerns to manager
- Contract compliance and being accountable for delivering services to the contract and service specification in an efficient manner
- Ensure that payroll procedures (UDC, TMS/Kronos) are carried out correctly on a daily/weekly/monthly basis to ensure the accurate and timely payment of all staff under area of responsibility. To deal with any payroll queries and errors as a priority liaising directly with payroll as appropriate
- Accountability for escalating potential risks identified as appropriate to manager. These risks may be operational, related to knowledge and people, financial, compliance or risks to the Company reputation
- Responsible for managing multiple franchise units on-site
- Participate in providing 7 day cover on a rota basis

- Manage own continued professional development identifying any areas for own development
- Any other tasks as requested by line manager
- This job description is not intended to be exhaustive and will be amended in light of the changing needs of the service.

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.

- High staff morale with sickness absence levels below the agreed annual percentage
- Efficient and economic use of labour without premium rate overtime or spikes in annual leave
- Achievement of budget
- Compliant on all audits within area of responsibility; H&S, Financial, HR

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Proven experience of managing a diverse workforce within a multi-service environment
- Previous experience working in a customer facing role
- Previous experience of working within a retail/sales environment with proven record of managing to budget requirements
- Ability to communicate effectively with patients, visitors, colleagues, clients
- Ability to work independently, flexibly and professionally – dealing with stressful and changeable situations
- Ability to adhere to instructions, standards and procedures
- Ability to build relationships and show respect for other people
- Positive attitude and enthusiasm
- Ability to work as part of a team
- Excellent customer service skills
- Excellent literacy and numerical skills

Desirable

- NVQ Healthcare support services, BICSc, CPSS
- Qualification in Food Safety and Hygiene standards, and Health & Safety
- HND in Hotel, Catering or Institutional Management
- Previous experience working in a healthcare environment
- Experience of working within a unionised environment
- Experience in the training and development of staff
- Experience of collaborative working within a joint hard and soft FM environment

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

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	
▪ Learning & Development	

9. Management Approval – To be completed by document owner

Version	v3	Date	September 2023
Document Owner			