

Job Description: Retail Manager

Function:	Retail
Job:	Retail General Manager
Position:	Retail General Manager
Job holder:	Vacancy
Date (in job since):	
Immediate manager (N+1 Job title and name):	Emily Hewitson – Head of Catering
Additional reporting line to:	James Power – Head of Soft Services
Position location:	Central Manchester Foundation Trust

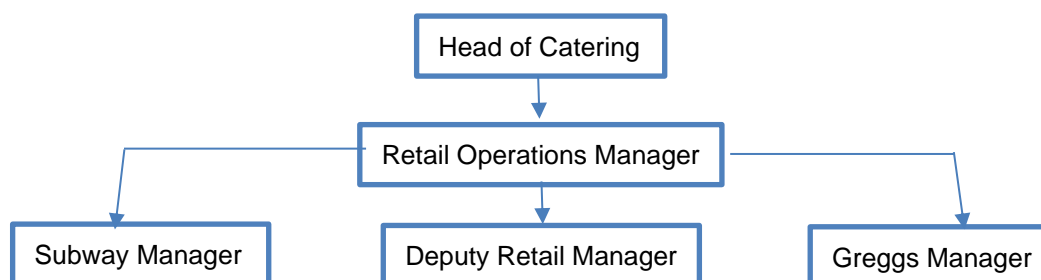
1. Purpose of the Job – State concisely the aim of the job.

- Member of the site management team with responsibility for Greggs, Subway, coffee shops, and Sodexo-branded cafés/offers.
- Ensure excellent customer service, compliance, and profitability across multiple outlets.
- Support strategic retail projects and ensure implementation of suitable offers for each unit

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">▪ Revenue approx. £2.8m; GP approx. £0.4m▪ 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 provides a full range of facilities services across NHS and PFI hospital contracts.
- The Retail Manager must balance franchise compliance (Greggs/Subway) with Sodexo standards and NHS Trust policies.
- Confidentiality and adherence to Trust regulations (infection control, hygiene, car parking, smoking policies) are essential.
- Must ensure compliance with food safety, health & safety, and all relevant legislation.

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

- Deliver budgeted profit and turnover across all retail outlets.
- Ensure compliance with franchise standards, NHS Trust policies, and Sodexo procedures.
- Manage financial budgets, stock levels, wastage, and labour efficiency.
- Drive customer satisfaction, measured via Clients for Life reviews and audits.
- Recruit, train, and develop retail staff, ensuring performance reviews and career development.
- Ensure the DRIVE system is managed on site and allergens and calories are displayed
- Map and deliver future retail landscape plans
- Liaise with third-party contractors to ensure quality and compliance.
- Oversee payroll accuracy and resolve queries promptly.
- Escalate operational, financial, compliance, or reputational risks.
- Provide 7-day cover on a rota basis.
- Lead refurbishment planning and innovation in menus and offers.
- Ensure retail audit tools are in operation and results reported.
- Support promotional programmes and share best practice across sites.
- 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.

- No financial penalties within area of responsibility
- 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
- Green 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

Essential

- Proven experience managing multi-unit retail operations and diverse workforces.
- Experience in franchise management (Greggs, Subway, or equivalent).
- Strong customer-facing and retail/sales background with budget accountability.
- Excellent communication skills with patients, visitors, colleagues, and clients.
- Ability to work independently, flexibly, and professionally under pressure.
- Strong literacy and numerical skills.
- Positive attitude, enthusiasm, and team leadership skills.
- Ability to work as part of a team
- Level 3 Food Safety
- Experience in the training and development of staff

Desirable

- HND in Hotel, Catering or Institutional Management
- Experience of working within a unionised environment
- 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	V1	Date	December 2025
Document Owner	Emily Hewitson		