

Job Description: Retail Manager



Function:	Retail
Job:	Retail Manager
Position:	Retail Manager – Healthcare
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Retail Operational Manager
Additional reporting line to:	
Position location:	Royal Stoke University Hospital

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

- Overall responsibility for the running of multiple units, whilst delivering a great customer experience through an engaged and motivated team on a daily basis.

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.

Retail Manager
Retail Co-ordinator
Retail Supervisors
Food Service Assistant



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.

- Quality
- Confidentiality
- Policies and Procedures
- Health and Safety

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

- To lead all the Costa retail units & Moment To Restaurant in all aspects of delivering the best experience to every guest, all of the time.
- To take overall responsibility for delivering brand standards at all times by ensuring that the unit is opened/closed & operated in line with all company standards, policies & procedures.
- To ensure that all relevant checks, standards, food and health & safety checks are completed and that all necessary remedial action is taken or issues escalated as required.
- To take overall responsibility for managing the stock and order systems for food & consumables ensuring that the store has 100% supply of items for the customer whilst delivering the budgeted margins/profit.
- To ensure that all company policies and procedures are in place to maintain cash & stock security and that all necessary action is taken to ensure that all transactions involving stock and/or cash are done in a secure manner.
- To communicate all key information to team in the most effective way using the most appropriate media including team huddles
- To deal with and resolve customer complaints in line with company policy/procedures.
- To ensure all marketing updates and new POS are implemented & maintained effectively.
- To execute all aspects of staff deployment ensuring the effective control of labour and that every team member is deployed in an appropriate manner.
- To recruit, train, coach and develop the team to ensure that they deliver brand standards and a great customer experience.
- To analyse and act upon financial/performance data to ensure the store is run in the most efficient & profitable manner whilst delivering all other measures on agreed KPI's.
- To prepare for and input into regular business reviews with their line manager.
- To undertake the role of "Float" as required.
- Build and maintain effective relationships with staff, clients and other departmental managers

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.

- Enthusiasm to execute outstanding customer service
- Friendly manner
- Communicate confidently to all
- Flexible approach (ability to be multi skilled)
- Honest and Open
- Willing to learn
- Ability to work within a team and individually (dependent on volume of shift)
- Presentable & Professional
- Reliable/Committed – delivery of shifts
- Flexible/Committed – to be available for shifts
- Commercial Awareness
- Ability to engage the team
- Shows initiative

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

Essential

- Good standard of literacy and numeracy
- Previous catering experience
- Excellent interpersonal skills and ability to communicate effectively with customers, clients, and staff at all levels
- Good time management and organisational skills
- Ability to work well under pressure
- Ability to achieve and set standards and operate to performance criteria, with particular regard to hygiene
- Positive approach to learning in role and identifying own training needs as appropriate
- Self-motivated
- Sense of own initiative
- Ability to work effectively as part of a team
- Flexible approach to role
- High standard of literacy and numeracy

Desirable

- Food safety level 3
- IOSH managing safely
- FSC3, 706/2 or NVQ2 chef qualification, or equivalent
- Previous experience of catering management
- Experience of managing a team in a Healthcare establishment
- Experience of managing budgets
- Experience of delivering training using company guidelines
- Computer literacy
- Good standard of financial acumen
- Ability to develop increasing individual effectiveness through leadership, motivation, communication, coaching and training