

Job Description:

Retail Supervisor

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| Function: | Retail | |
| Position: | Retail Supervisor | |
| Immediate manager  (N+1 Job title and name): | Retail Manager – **Susanne Sharman** | |
| Additional reporting line to: | Senior Operational Manager – Sabina Isovic | |
| Position location: | Royal Stoke University Hospital | |
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| 1. Purpose of the Job | | |
| * To oversee and support the day to day management of the Costa and Restaurant outlets, maintaining Sodexo Brand standards, including H&S and Food Safety policies. To achieve full compliance evaluations, internal audits/monitoring, and maintaining hygiene and staff safety. | | |
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| 2. Organisation Chart | | |
| Senior operations Manager  Retail Manager  **Retail Supervisor** | | |

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| 3. Main Assignments |
| * Oversee the production of produce for daily service in line with Sodexo/Costa specifications * Ensure food storage and prep comply with Sodexo standards * Lead the team during key service periods throughout the day * Monitor produce stock levels and maintain product availability at all times * Receive, check and store deliveries appropriately * Maintain a safe working environment for all staff and quests, driving a positive safety culture always * Maintain personal hygiene and uniform standards in line with Sodexo policy * Deliver high standards of customer service, ensuring guests are engaged at the earliest opportunity * Support the completion of Monthly inventory stock takes, capturing all internal transfers and revenues * Place weekly orders to maintain store operations * Ensure accurate declaration of tills is completed and variances monitored daily * Monitor and action vending issues where they arise * Support with performance and people management needs of staff * Daily completion of labour management (Kronos) to ensure accurate payroll * Manage weekly staff rosters to ensure each service is manned in line with agreed/contractual opening times * Management of staff holiday entitlement * Support accident and incident reporting * Deliver monthly Sodexo Great Training Program, annual appraisals and competency checks * Maintain stock rotation in all store locations, minimising risk of waste or spoilage * Be aware of current Promotional Activity and ensure adequate stock holding of product lines * Maintain service level agreements in line with contractual requirements * Support management deliver financial KPIs by outlet, maintaining targeted sales, GP and labour * Undertake other duties and projects requested by management in order to ensure the smooth running of Subway/Retail Operations. |

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| 4. Accountabilities |
| * Maintain high standards of customer service promoting the brand at all times * Maintain Food Safety standards in line with Sodexo Food Safety Policies * Accurately account for all Sodexo assets, produce, equipment and revenues * Maintain safe working behaviours and practices of all staff in line with Sodexo H&S, Food Safety and Job Specific training |

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| 5. Ideal Candidate |
| * Previous food preparation and service experience * Previous experience in a fast-paced customer facing food/retail business * Level 3 Food Safety preferable * Good standard of literacy and numeracy * 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 operate to performance criteria, with particular regard to hygiene and safety standards * Positive approach to learning in role and identifying own training needs as appropriate * Self-motivated * Ability to drive sales growth through new promotions/initiatives and upselling of additional products * Ability to identify improvement needs, seek support and maintain continuous improvement * Ability to lead a team effectively and work as part of the team |

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| Management Approval |
| |  |  |  |  | | --- | --- | --- | --- | | Version |  | Date | 16/12/24 | | Document Owner | Sabina Isovic- Senior Operations Manager | | | |