

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

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