

Job Description: Subway Unit Manager



Function:	Food Service
Job:	Retail Store Manager
Position:	Business Manager - Small
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Retail Manager
Additional reporting line to:	
Position location:	Wythenshawe Hospital

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

- Perform and direct overall store management of the Kitchen works restaurant at Wythenshawe Hospital To ensure the prompt and efficient preparation and service of all food to the standard outlined in the Kitchen works operations manual and to the client's satisfaction and maintaining the cleanliness and hygiene of the Unit to the required standard in the Kitchen works *Operations Manual* and Service Level Agreement. To build and maintain a strong working relationship with the client and their operational teams throughout the trust.

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 ▪

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.

- Achievement of budget.
- Zero financial penalties in area of responsibility or evidence of significant improvement from 2010 penalties.
- Score of 100% in compliance and operational checks under area of responsibility. Evidence of action plans in progress where score is below 100%.
- "Green audit" for all Safeguard audits under area of responsibility.
- Achieve all labour KPI's including premium rate overtime and absence.
- Full compliance standards with all standards including health and safety

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

- Required time, being provided to the standard laid down in the **Kitchen Works Restaurant** Operations Manual and Service Level Agreement and to the Client's, Customer's, and Sodexo's satisfaction. Completes and posts the staff work schedules.
- To ensure that all food is prepared with due care and attention, particularly in regard to customers' special dietary requirements: for example, nut, dairy, or wheat allergies.
- To establish and maintain satisfactory relationships with individuals at all levels within the Company and the Client organization.
- To ensure that the Company's accountancy, documentation, and administration procedures are carried out to the laid-down standard and that the necessary weekly returns are completed accurately and sent to the appointed office on time. This may be electronically, paper-based, or both, as instructed.
- Maintains business records as outlined in the **Kitchen Works Restaurant** Operations Manual. Analyses business records to increase sales. To control and monitor the financial performance of the unit and to maintain costs within pre-budgeted targets.
- Supports local and national marketing initiatives. Communicates changes in food preparation formulas, standards, etc., to staff.
- To maintain the standards and integrity of the service offer and Service Level Agreement at all times. To carry out a daily service audit and perform activities detailed in the service offer manual under Key Performance Indicators to the frequency and level required.
- To implement and maintain the Statutory and Company standards of hygiene, health, and safety, and take any action as is necessary.
- To take all necessary steps to ensure maximum security of the restaurant, kitchen, store, office, safe, monies, and any other areas under Sodexo's control.
- To recruit, interview, control, and discipline staff according to the needs of the unit and within the procedure laid down by the Company. To maintain accurate and up-to-date personnel records for all staff as laid down in the Unit Personnel Manual. To keep records of any disciplinary issues and keep the Retail Operations Manager and HR PeopleCentre informed of these.
- To ensure all new staff are given a thorough induction into their job, the unit, and the Company. To monitor the performance of staff, carry out performance reviews and provide training and coaching as necessary, and record on the appropriate documents.
- To have special regard to the welfare of the establishment staff and to organize regular and effective staff meetings.
- To ensure the correct compilation of the payroll to the latest regulations. To ensure that all Statutory Regulations and Company Policy concerning the staff are adhered to.
- To have regular contact with the Retail Operations Manager and to produce any reports as necessary pertaining to current or upcoming events.
- Attend to any reasonable requests made by the Food Service/Senior Operations Manager

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.

- Results focused; gets on with the job and likes to work to demanding goals and targets.
- Excellent customer service skills, with experience of successfully managing a team.
- A confident and adept communicator, with the ability to operate effectively at all levels.

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

- Strong operational background in the fast-food service, leisure or retail sectors.
- An experienced leader and developer of teams, who is effective directing others
- Knowledge of food hygiene standards
- Strong understanding of Microsoft Excel and general IT systems
- Willingness to get involved and offer a flexible approach to working
- Ability to work well under pressure and self motivate

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

<ul style="list-style-type: none"> • Growth, Client & Customer Satisfaction / Quality of Services provided 	<ul style="list-style-type: none"> • Leadership & People Management
<ul style="list-style-type: none"> • Rigorous management of results 	<ul style="list-style-type: none"> • Innovation and Change
<ul style="list-style-type: none"> • Brand Notoriety 	<ul style="list-style-type: none"> • Business Consulting
<ul style="list-style-type: none"> • Commercial Awareness 	<ul style="list-style-type: none"> • HR Service Delivery
<ul style="list-style-type: none"> • Employee Engagement 	
<ul style="list-style-type: none"> • Learning & Development 	

9. Management Approval – To be completed by document owner

Version	1	Date	27/8/24
Document Owner	James Power		