

Job Description: Retail and Bars Manager

Function:	Operations
Job:	Retail and Bars Manager
Position:	Retail and Bars Manager
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	General Manager
Additional reporting line to:	
Position location:	DW Stadium

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

Be most senior point of contact onsite for staff and clients at DW stadium retail and bar operation. Take accountability for all contractual requirements and ensure all matches are staffed, stocked and operated effectively and inline with Sodexo and client requirements

- To be accountable for all aspects of the business, both legislative & financial.
- Delegating and communicating responsibilities effectively to team members.
- As figurehead of the business, promote the venue to its maximum potential building relationships with clients, customers and employees alike.
- Direct & motivate the retail team ensuring effective communication between departments.
- To deliver a food and drinks service to an exceptionally high standard.
- Driving revenues and controlling stock to achieve gross profit percentage in line with budget.
- Take responsibility for stock control, including ordering, acceptance, maintenance of stock levels and stock rotation, and return of any sub-standard items.
- Ensure kiosks and bars are clean and operational ready on match/event days
- To manage the setup, breakdown, equipment and general logistics.
- To manage the execution of operations on all match/event days.
- To ensure safe working practices are maintained at all times.
- To be responsible for the fixed and casual labour spend within their department, working closely with relevant HOD's to manage this.
- To be responsible for all variable cost lines.
- To work with the People Ops Manager to recruit, train and motivate a team of casual staff.
- To minimise waste.
- To carry out any reasonable requests from the Contract Director, ensuring business objectives and statutory needs are met in the most economic and efficient manner.
- To be flexible in their approach to the business needs, ensure working days reflect the needs of the business
- To take responsibility, act with initiative, and demonstrate energy and enthusiasm.
- Resilience – maintains personal effectiveness in all situations.
- Planning and Organisation – prioritises workload effectively, plans in activities to meet the needs of others, is thorough and shows attention to detail, proactively plans use of time to minimise reactivity.
- Achieve agreed KPI's

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.

3. Organization chart – Indicate schematically the position of the job within the organization. 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.

- Be most senior point of contact onsite for staff and clients in relation to retail and bar operation
- Lead and manage a team of staff on match/event days
- Cost effectively manage all logistics on site – manage stock levels, product, security of said items.
- Manage all kiosks for all events – from planning, to ordering, set up and delivery, to clear down and return. This is a very hands on role
- To comply with all Sodexo policies and procedures
- Ensure that costs and expenditure are controlled in line with budget, utilising nominated suppliers and maximising labour productivity in line with the company’s labour productivity models, policies and procedures – ensuring that forecasts and actuals are entered and remedial action taken as appropriate.
- All operational audits are passed by the unit – Safeguard Audit and Unit Business Health Check
- The casual labour spend is tightly managed, working closely with the people ops manager and contract director
- There is a proactive attitude to continuous improvement with regular meetings to review service styles and product offers as well as customer feedback, ensuring that the whole team is engaged in this process.
- Processes are developed and followed to ensure all departments have the necessary information both pre and post match/event.
- Continually seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards.
- Develop and maintain excellent product knowledge and use it to deliver the benefits of the product to the customer.
- To handle all administrative tasks in an efficient and timely manner and all information is stored clearly in folders for all to access
- To keep abreast of venue and company activities that impact the customer.

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

Working Relationships:

1. Venue Management Team
2. All catering staff
3. Maintain close working relationship with the General and Regional Manager

Duties & Responsibilities - Customer Service:

1. Deliver high quality food and beverage service at all times within the retail and bar division
2. Ensure service standards are met
3. Ensure a focus on client needs
4. Ensure positive customer feedback
5. Implement systems of monitoring customer feedback e.g. quality checklist, comment cards, reporting and reviewing the resulting feedback, actioning changes as required
6. Ensure an outstanding guest welcome and overall guest experience
7. Implement agreed improvements and enhancements to customer experience

Food and Drink

1. Contribute to the development of new and existing products and services
2. Ensure on-going competitor benchmarking

Operations

1. Manage the EPOS system and produce reports as required
2. Ensure that all equipment under your supervision is maintained in working order and kept clean, has clear operating instructions, and is secure and safe
3. Plan and advise on the purchase of new equipment
4. Maintain hygiene standards and ensure all staff and procedures comply with Food Hygiene Regulations
5. Maintain safe working practices in accordance with H&S Regulations
6. Ensure compliance with all licensing and Weights & Measures regulations
7. Responsible for co-ordinating the receipt of incoming stock and goods

Staff and Training

1. Establish, maintain and develop standard operating procedures
2. Recruit, induct, train and manage staff
3. Ensure that all catering staff perform their duties to a satisfactory standard
4. Undertake regular job reviews with all directly managed staff
5. To hold regular meetings with the general waiting/steward staff as required

Admin and Financial

1. Ensure effective rota management
2. Ensure accurate, timely payroll information
3. Work within an agreed expenditure budget
4. Ensure established financial procedures are applied and that all cash handled is secure
5. Follow all company policies and procedures
6. To carry out any duties as reasonable required by Senior Management

Manager on Duty

1. Remain on the premises at all times when acting as Manager on duty
2. Assist with the set up and break down of events at your Branch
3. Liaise with Cleaning team to ensure all duties are carried out as required
4. Manage the evacuation of the building when necessary
5. Ensure that all safety procedures and legislation are complied with at all times
6. Deal with customer enquiries and complaints
7. Open and close the building in accordance with agreed procedures
8. Liaise with client to report repairs/maintenance requirements

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.

- Full management of the planning and operational delivery of the bars departments across full site.
- To manage the cost centres around the Retail budget both expenses and labour.
- To manage and control staff levels while ensuring budgetary requirements are met.
- A well organised venue in respect of logistics, stock management, bars management – not over-ordering and risking wastage but not under-ordering and losing sales
- Service Standards across site are either in line with or above our client's expectations and reviewed on an ongoing basis.
- H&S and Food Safety is adhered to at all times with correct practices and legal/ company specific documentation completed and up to date

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

Knowledge, skills and experience required:

Essential

- Experience in catering in a sporting venues
- Proven leadership skills to lead and motivate a team
- Communication and delegation skills
- Decision-making ability
- Experience of delivering training using company guidelines
- Client management experience
- Enthusiasm and positive attitude
- Teamwork and customer focus
- Smart appearance
- Appreciation of quality service and an eye for detail

Desirable

- Knowledge of Excel, Word and Microsoft Outlook
- Service ethic and love of hospitality industry
- Knowledge of legislation e.g. Health and Safety, employment.
- Basic Food Hygiene Certificate
- IOSH Managing Safely Qualification or Equivalent
- First Aid Certificate
- Personal Licence Holder

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

<input type="checkbox"/> Growth, Client & Customer Satisfaction / Quality of Services provided	<input type="checkbox"/> Leadership & People Management
<input type="checkbox"/> Learning & Development	<input type="checkbox"/> Employee Engagement
<input type="checkbox"/> Commercial Awareness	<input type="checkbox"/> Analysis and Decision Making
<input type="checkbox"/> Industry Acumen	Brand Notoriety

9. Management Approval – To be completed by document owner

Version	V1	Date	25/03/24
Document Owner			