

JOB DESCRIPTION

Function:	Operations
Position:	FOOD & RETAIL MANAGER
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Soft Services Lead
Additional reporting line to:	
Position location:	Brentford (with occasional requirement to support Berkeley Square)

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

- To deliver a high-quality food, hospitality and retail offer that meets the need of Sodexo, our clients and our customers.
- To ensure a focus on driving sales by delighting out customers at every visit.
- To maximise the profitability of the food operation without compromising the quality of the offer.
- To build, lead and develop a high performing team.
- Demonstrate high levels of retail acumen and be able to embed brand standards.

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	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 <ul style="list-style-type: none">▪ Add point:									

3. Organisation chart

Soft Services Lead

Food & Retail Manager

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.

- Drive consistency of retail delivery across all outlets, ensuring the team take ownership of the standards defined.
- Deliver the expected P&L by managing costs and driving top line growth.
- Work closely with the central food team supporting the development and implementation of the SMART Kitchen brand and associated third party concessions.
- Develop, manage and deliver a best in class events and client hospitality offer.

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

- Continually seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards and ensure that standards across the site are in accordance with the client and Sodexo expectations
- Ensure that the Unit has a business plan which is reviewed at least quarterly, showing key objectives, goals and measures that link to the overall business plan and strategy for the business.
- Ensure that all members of the team are briefed on their role in this delivery.
- Manage the team to ensure that both business objectives are met and standards are delivered competently and consistently and personal objectives through regular one to one meetings, EPA's and business reviews, ensuring that targets are met and monitored. Develop a motivated, respectful, trusted and stable team by giving them clear direction, sharing information and employee involvement.
- 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.
- Develop long-term client relationships in line with the 'clients for life philosophy' to enhance the retention of current clients and customers, gain referrals for new business and attract new customers.
- Liaise with and support the client in the development and delivery of the catering strategy.
- Seek new ways to drive revenue for the business and maximise sales across all operational departments.
- Ensure the Unit complies with all Company & Client policies, site rules and statutory regulations.

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.

- Direct the team to deliver against their areas of responsibilities and take ownership for these responsibilities
- In conjunction with the wider team deliver on all aspects of the contract at GSKH
- With the team, manage expenditure to maximise profits

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

- Extensive catering/hospitality experience in a blue chip corporate site
- Extensive retail experience
- Operational knowledge, skills and experience in a multi outlet facility
- Management of Profit and Loss Accounts and acting on their results
- Leadership of a team
- Experience of working in a client / contractor environment

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

■ Growth, Client & Customer Satisfaction / Quality of Services provided	■ Leadership & People Management
■ Rigorous management of results	■ Innovation and Change
■ Brand Notoriety	■ Analysis & Decision making
■ Commercial Awareness	■ Industry Acumen
■ Employee Engagement	■ Planning & Organising
■ Learning & Development	