

# Job Description: Retail Manager



Function:	Retail Manager
Job:	Retail Manager- Band B
Position:	Retail Manager
Job holder:	Steven Upson
Date (in job since):	1 September 2016
Immediate manager (N+1 Job title and name):	Facilities Manager
Additional reporting line to:	n/a
Position location:	Queen's Hospital

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

- To manage and control the Retail Services at the Queen's Hospital services to ensure the smooth and efficient running of the day-to-day routines within units, ensuring operations are to the levels laid in the Service Level Agreement with the client, and Sodexo standards.
- Budget requirements are met and improved upon.
- Accepting full responsibility for the services and be responsible for all related activities;
- Deliver and maintain the highest standards of customer service within Retail Departments; Work closely and develop strong working relationships with Clients, Customers, the Team, Contractors, Suppliers, Service personnel and agencies.

## 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 FY17:	£5,5m		Personnel:		Costa- 31
					Shop- 10
					Restaurant- 29
					Subway-14
<div>Characteristics</div> <ul style="list-style-type: none"><li>▪ Units consist of: Restaurant, Subway, Costa Coffee Shop, Convenience Store;</li><li>▪ Grow Core 10% Revenue expectation FY17;</li><li>▪ Full audit passes;</li><li>▪ Margin FY17 Restaurant 55%;</li><li>▪ Margin FY17 Subway 68%;</li><li>▪ Margin FY17 Costa 69%;</li><li>▪ Margin FY17 Convenience Store 29%</li></ul>					

**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.

- Turnover improvement on “like for like” Statistics- 10% Growth;
- Financial- Turnover meets budget and/or forecast;
- Financial- Consumption and Margin should meet budget and/or forecast and improvement towards the Top-10 Scores in healthcare;

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

- Support the line manager in the recruitment, support, control and discipline of staff according to the needs of the unit and within the procedure laid down by the company, keeping accurate, up-to-date personnel records for all staff as laid down in the Unit HR Manual;
- Take full responsibility for all Health and Safety, Risk Assessment, HACCP and staff training cards in the unit;
- Full compliance with Safeguard, Regulatory Bodies such as EHO;
- Have special regard for the welfare of the establishment staff and to assist in organising monthly and effective staff meetings;
- Manage all aspects of working rosters including weekends and bank holidays;
- Lead a team with both front and rear of house;
- Adhere to strict deadlines as standard operating procedures;
- Carry out stock-takes and place orders for stock.
- Produce the weekly and monthly internal issues for sending down the line to the correct person responsible for checking prior to producing an invoice;
- Ensure company retail promotions, procedures and policies are followed;
- To report any malpractice to the line manager immediately;

- In support of the line manager, to ensure all new staff are given a thorough induction to their job, the unit, the services offer, the Service Level Agreements, 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;
- Attend to any reasonable requests made by the line 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.

- Statutory- Safeguard Green Audit;
- Statutory- Maintain EHO 5 Stars on “Score on the Door”;
- Financial- Turnover improvement on “like for like” Statistics 10% Growth of Core;
- Financial- Turnover meets budget and/or forecast;
- Financial- Consumption and Margin should meet budget and/or forecast and improvement towards the Top-10 Scores in healthcare;
- Financial- Stock levels consistent week on week and month on month;
- Financial- Labour worked hours meets budget and/or forecast;
- Financial- Labour paid hours meets budget and/or forecast;
- Financial- Premium Rate Overtime zero;
- Financial- Sickness lower than 3%;
- Financial- Annual leave manage consistently month on month;
- Compliance- Cash till variances less than £5 tolerance and drive towards zero

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

**Essential**

- Qualifications- Good level of literacy and numeracy;
- Experience- Previous management experience in Retail and Catering services;
- Specific Skills- Good interpersonal skills and ability to communicate effectively with customers, clients and staff; Good time management and organisational skills; Computer literacy; Able to successfully implement changes;
- Personal Qualities- Ability to achieve and set standards and operate to performance criteria; Positive approach to learning in role and identifying own training needs as appropriate; Self-motivated; sense of own initiative; Ability to work effectively as part of a team; flexible approach to role.

**Desirable**

- Qualifications- Relevant higher level qualifications in functional speciality (i.e Catering, Facilities Mgt);
- Experience- Direct management experience of catering or general facilities management in a healthcare environment;
- Specific Skills- Knowledge of the healthcare sector.

**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"/> Rigorous management of results	<input type="checkbox"/> Innovation and Change
<input type="checkbox"/> Brand Notoriety	
<input type="checkbox"/> Commercial Awareness	
<input type="checkbox"/> Employee Engagement	
<input type="checkbox"/> Learning & Development	

**9. Management Approval** – To be completed by document owner

Version	1	Date	10/02/17
Document Owner	Alan Brownlie		