

Job Description:   
Retail Supervisor

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| Function: | | | | Retail Shops | | | | | | | | |
| Position: | | | | Retail Supervisor | | | | | | | | |
| Job holder: | | | | Generic | | | | | | | | |
| Date (in job since): | | | | New Starter | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | David Hogarth – Contract Retail Manager | | | | | | | | |
| Additional reporting line to: | | | | Nico Millward – Guest Services Manager | | | | | | | | |
| Position location: | | | | Colchester PFI | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * To deliver Service Excellence and Customer Care to your customers and clients. * To supervise and motivate the team through training as directed by your line manager. * Continually monitor standards and practices ensuring they are maintained at the highest level and ensure compliance with company policies and the law. * Assist your line manager in driving improved sales, efficiencies and other relevant retail business Key Performance Indicators. | | | | | | | | | | | | |
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| 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 FY15: | N/A | | EBIT growth: | | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc | |
| EBIT margin: | | tbc |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | tbc |
| Characteristics | |  | | | | | | | | | | |

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| 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. |
| **Contract Retail Manager**  **RETAIL TEAM LEADER**  Head of Talent  **Retail SUPERVISOR** |

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| **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. |
| * Assist management of deadlines and high standards in a retail environment that may demand multiple, conflicting priorities. * Assist management of a diverse team according to policy and procedures within that same retail environment. * Manage according to Sodexo core values and behaviours whilst making sure issues are resolved appropriately and within timescales. |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| Assist your Retail Manager or Team Leader to deliver the following:   * To allocate work schedules ensuring efficiency is maximised and, as directed, produce staff rostering in line with the employee’s terms and conditions. * To ensure the correct use, storage and control of machinery, equipment, cleaning materials and chemicals by the team; following safe methods of work at all times in line with company policy and procedure. * To immediately report any equipment/building defects to your line manager. * To efficiently train, instruct and manage the team in the delivery of retail services and associated tasks. * Identify and deliver (where appropriate) any other need for staff training and development, recording and maintaining records of this within training records and personnel files. * Ensure all staff adhere to the uniform and personal hygiene policy as detailed within Company Induction pack including yourself. * Ensure you and all staff comply with all cash, keys, stock and building security policy and procedure; report any deficiencies as identified immediately to your line manager. * To provide a first point of contact to our customers and deal politely, professionally and efficiently with any queries and complaints, informing your line manager when appropriate. * To hold huddles with the team to ensure clear information sharing from retail briefings and bulletins. * To ensure all retail areas are clean, full and well merchandised at all times. * To ensure all retail pricing is displayed and correct. * To ensure all stock is rotated correctly and any close to date is marked down and cleared according to policy. * To order and receive deliveries accurately and according to policy. * To carry out stock takes, high value counting and other stock adjustments in line with policy. * To ensure all staff compliance to the Health and Safety at Work Act, Food Safety Act and COSHH regulations and company policy and procedures * To ensure all staff adhere to the TMS procedure and maintain effective records staffing. * To ensure adherence to and maintain the Company Quality Management Procedures.   Additionally,   * To continue to develop one’s own skills and knowledge within the position. * Deputise for your manager or team leader during planned or unplanned absences. * To carry out any reasonable request of your line manager or the CRM. |

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| 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. |
| * Colleague engagement and the measurable percentages * Health and Safety and the drive to ‘Zero Harm’ culture * Sales generation, range development and margin improvement |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Good level of numeracy/literacy and an effective communicator as part of team * Driven by quality, providing highest standards of service at all times * Experience or knowledge of the retail environment * Manual handling ability * Food Handling and/or H and S qualification desirable * IT skills an advantage |

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| 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 | * Focussing on the Client and Customer | | * Rigorous management of results | * Delivering results | | * Leadership and People Management | * Leading excellence | | * Innovation and Change | * Personal drive and eagerness to learn | | * Brand Notoriety | * Promoting the brand | |  |  | |

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| 9. Management Approval – To be completed by document owner |
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| 10. Employee Approval – To be completed by employee |
| |  |  |  |  | | --- | --- | --- | --- | | Employee Name |  | Date |  | |