

**DEFENCE**

Job Description:
Retail Supervisor

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| Function: | Defence & Government Services |
| Generic job:  | Retail Supervisor |
| Position: | Retail Supervisor |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Retail Manager |
| Additional reporting line to: |  |
| Position location: | [Enter site and department as applicable] |
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| 1. Purpose of the Job  |
| * To supervise all services within the retail operational business area
* To support the manager to ensure standards of service, KPIs, financial targets and legal/company obligations are achieved, maintained and developed for assigned operational business area
* Assist line manager in driving improved sales; margin performance and minimising loss through wastage, markdowns and shrinkage, while maintaining efficiencies and other relevant retail business key performance indicators (KPIS)
* To supervise all aspects of performance of an assigned group of direct reports
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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. |
| Characteristics  | Key performance indicators (KPIs)* Year on year balanced scorecard improvement in health & safety; environment; risk; client satisfaction; and quality
* Operational excellence in labour management and performance
* Employee engagement
* Well-developed internal and external network
* Continued professional development in industry sector
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| 3. Organisation chart  |
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| **4. Context**  |
| * Comply with all Sodexo company policies/procedures
* Comply with all legislative requirements
* Adhere to any local client site rules and regulations
* Role model safe behaviour
* Unsociable hours in line with business requirements maybe required
* Flexibility on work schedule and location maybe required
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| 5. Main assignments  |
| * To assist the retail manager in the planning, co-ordination, implementation and improvement of service delivery systems from an operational perspective
* To work with and support all areas of the retail operation to ensure all aspects of the contract are delivered at all times
* 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 ensure all retail areas are clean, full, well merchandised and retail pricing is displayed and priced correctly at all times
* To attend management meetings in the absence of the retail manager
* To ensure all stock is rotated correctly and any close to date is marked down and cleared according to policy
* To be responsible for the ordering and receiving deliveries accurately in accordance with policy and ensure security of stock for use in the retail areas
* To be responsible for the handling and security of all cash within the retail area in accordance with company policies
* To have all full knowledge of any electronic operating systems
* To ensure levels of wastage/markdowns are carefully managed to a minimum whilst maintaining product availability
* To ensure the security of all products and cash, minimising shrinkage (unknown loss) at all times
* To launch and maintain all promotional activities as directed and maintain to the correct promotion standards
* To develop, refine, communicate and execute company policy and procedures designed to achieve high standards of service delivery within the retail area
* To ensure that the retail area achieves its gross profit (GP) and sales targets
* To be aware of all external commercial innovations so that they may be applied to the benefit of the internal retail environment
* To maintain the reputation of company brands and ensure they are applied appropriately for delivering the service offer
* To oversee food preparation in line with food safety training and legislation
* To maintain pest control procedures in line with training and report any signs of pest immediately to line manager
* To conduct consumer surveys, as directed by the retail manager
* To continue to develop one’s own skills and knowledge within the position, including any required training courses
* To maintain excellent client/customer relationships
* To attend team briefs, huddles and meetings as required
* To attend your performance development review to discuss job standards and agree development activities
* To maintain a clean and tidy work area at all times
* To maintain high levels of personal hygiene and wear the appropriate uniform and PPE as required
* To provide retail services support across the site including customer service, cash handling and merchandising
* To ensure all direct reports are compliant in their job role
* To carry out learning and development/ disciplinary and capability activities with direct reports as instructed
* To care for all available resources including equipment, materials and supplies as direct
* To report any near miss occurrences, accidents or faulty equipment to management
* To ensure effective communication with line manager, team, customer and client organisation
* To maintain all areas of responsibility to the set service standards and is in line with the applicable service offer
* To oversee the shift and make operational decisions to ensure service delivery
* To raise any service or performance concerns to line manager in a timely manner
* ADD ANY SITE SPECIFIC REQUIREMENTS
* To carry out any other reasonable tasks and/or instructions as directed by management
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| 6. Accountabilities  |
| * Achieve financial targets including sales, margin and waste
* Pass all internal and external audits
* Achieve retails KPIs

**Leadership and people*** The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will support their line manager to drive employee engagement and team performance. This will include effective communication and the application of Sodexo HR policies and procedures as directed by their line manager

**Risk, governance and compliance*** The role holder will ensure that these processes are fully applied, complied with and adhered to within their assigned operational business area. Where applicable cash and stock company procedural compliance is a requirement.

**Financial management*** The role holder is required to contribute to the financial performance of their business area. This is achieved through effective control of all equipment and supplies as well as payroll.

**Relationship management client and team*** The role holder is responsible developing and maintaining good business relationships with clients and customers. The role holder must seek to resolve any concerns or complaints raised and escalate to their line manager as appropriate.

**Operational management*** The role holder will be responsible for overseeing their assigned operational business area and managing compliance with legal, regulatory and company requirements including the quality management system (QMS).

**Service excellence*** The role holder will be responsible for driving all aspects of service excellence across their operational business area including brand integrity, quality, compliance, Sodexo’s corporate social responsibility and service standards. The role holder will ensure that work is appropriately recognised.

**Continuous development*** The role holder should look for improvements and efficiencies at every opportunity to increase sales and/or reduce costs. These should be reviewed with their line manager to establish feasibility and create a plan of action.
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| 7. Person Specification  |
| Essential:* Previous experience of working in retail, customer service or hospitality operational role
* Must be able to demonstrate effective verbal and written communication
* Able to work on own initiative within a team environment
* Able to demonstrate attention to detail and adherence to standards

Desirable:* Experience of working within military environment
* Previous experience of effectively supervising a team
* Leadership skills and knowledge
* Sound knowledge/qualification in Health & Safety and Food Safety
* Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
* Analyse problems analytically, develop opportunities and implement innovative solutions
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| N/A – this section is for management job descriptions only |

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| 9. Management approval |
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| Version | 1 | Date | 1 November 2016 |
| Document Owner | 16RAH |

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