**on-site services**

JoB description

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| Position Title | Team Leader Retail | Department | Birmingham Children’s Hospital  |
| Generic Job Title | Team Leader  | Segment | Healthcare |
| Team Band | BAND 1 | Location | Site based |
| Reports to | Retail Operations Manager | Office / Unit name | BCH |

## ORGANISATION StRUCTURE

Retail Supervisors or Team Leader

General Assistant

Head of Talent

#### Job Purpose

As a service provider you will work as part of a team to support the client and continue to develop our Services and work in partnership with Birmingham Women’s and Children’s NHS Foundation Trust. We need to show the way as their chosen retail partner at all times and meet their annual site objectives.

As a General Assistant, you will:

* Support the Trust and Sodexo’s Vision and Values at all times.
* Work as part of the Catering and Retail team working in any retail area including the ward trolley, vending, kitchen and hospitality to meet the needs of the business as a multi skilled team.
* Maintain the highest standards of Food Hygiene and Health and Safety at all times.
* Provide the highest level of customer service at all times in line with our Service Excellence and CARES training programmes.
* Continue to support the growth of sales, ensuring that you upsell to each and every customer and support new retail sales initiatives daily.
* Support change, new offers, health promotion and be passionate about activities to support business with customers who choose to come back to us on a regular basis.
* Ensure 100 % retail audit compliance in the business area’s to meet with the Sodexo Standards and Trust Expectations. This will support contract retention and extension.

#### Accountabilities or “what you have to do” and “how we will measure your success”.

This job description is issued as a guide for the task of general assistant, the tasks and duties outlined are to be complied with according to the area of your employment, together with and other reasonable request or other duties necessary for the successful performance of the retail sales assistant role.

You will be guided by a Team Leader, Supervisor or Manager.

TEAM SPIRIT

* To ensure high standards of personal conduct, hygiene and appearance at all times
* Undertake weekly stock checks as required.
* To ensure working areas are kept clean and tidy ensuring a ‘clean as you go’ policy is maintained at all times
* To carry out the collection or delivery of food trolleys for hospitality functions as required to support the team.
* To work in any retail area as requested.

SERVICE SPIRIT

* Up selling at each counter and till transaction of retail products and offers.
* To support occasional sandwich and food preparation, ensure consistent portion control, stock rotation, and minimise wastage, all in line with Company Procedures and Best Practice Ensuring quality standards are achieved at all times.
* Communicating with customers and work colleagues throughout the process of delivery of the service to ensure that customer needs are fully catered for, in line with site training.
* Respecting at all times the patients wellbeing and privacy and their legal right to confidentiality
* Attending in-house and external training courses or mentoring required, appropriate for the
* Service and adhering to all company procedures.

SPIRIT OF PROGRESS

* Work in partnership with Sodexo managers, supervisors, client staff and colleagues.
* Support the Trust and Sodexo with any new developments and ideas.

HEATH AND SAFETY

* To report any defective equipment or stock identified on the shift to the appropriate person immediately and place do not use notice on until fixed.
* To comply with food safety and health and safety legislation, COSHH regulations, manual handling and accident reporting procedures and process.
* To monitor and record temperatures of all hot and cold food as directed, ensuring all food is cooked, presented, served, and held at temperatures according to company and legal requirements
* Ensure quality standards are achieved at all times.
* To ensure working areas are kept clean and tidy ensuring a ‘clean as you go’ policy is maintained at all times
* Ensuring the safe operation of all equipment within the section and reporting of faults to the Senior Person on duty
* To ensure the correct storage and disposal of all food items as per Company Policy ensuring food is used economically with minimum waste and to seek authorisation to identify food recovery requirements at each shift and ensure company procedures for recovery, chilling, storage and re-use of food items are complied with using HACCP guidelines
* Undertaking all duties to comply with the department’s ISO 9001:2000 Quality system requirements, including the completion of temperature records and cleaning schedules and any other compliance as required
* Ensure that company’s cleanliness standards are adhered to at all times in relation to kitchen equipment and surrounding area to include sweeping and mopping of floors, or use of floor machinery as requested after full training.
* Ensuring the safe operation of all equipment within the section and reporting of faults to the Senior Person on duty
* Attending in-house and external training courses required appropriate for the department, and adhering and closing procedures are be adhered to
* To carry out basic food preparation in accordance with the Food Safety Regulations
* To carry out the collection or delivery of ward food trolleys for hospitality functions as required supporting the team.
* Any other duties necessary for the successful performance of the role.

**Performance Indicators (KPIs)** **or “What it will look like when you are doing the job well”**

* Statutory- Safeguard Green Audits
* Statutory –Company ISO Quality Procedures, Health and Safety and Food Safety Regulations.
* Statutory- EHO 5 stars in line with Trust Expectations
* Excellent Customer Experience Feedback -95% “Happy or Not” and positive 60 second feedback and Trust feedback and Mystery Shopper feedback.
* Excellence in Food quality and Nutrition and Presentation
* Cash Compliance - Operation of Epos Tills.
* Upsell with every customer you engage with.
* You must at all times follow procedures laid down by your line manager in respect of security of company property and safe handling of keys and till cards.
* To follow cash handling procedures as directed by your supervisor or the Administrator.

#### Dimensions

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| ***Financial*** | Up selling, ensuring Budget is maintained in retail outlets and average transaction values are met. |
| ***Other*** | * Trust Values Maintained
* Sodexo Visions and Values maintained
* CARES Commitments are in your daily behaviours
* Stay Safe Commitments in your daily behaviours
* Zero lost time injury’s
* Report all Near Miss
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| Irregular Duties | * Relieve and assist in other establishments in certain circumstances if necessary.
* Attend to and take all necessary action, statutory and otherwise in the event of accident, fire, loss, theft, lost property, damage, or other irregularities and complete the necessary return and / or reports.
* Attend meetings and training courses as requested. ( where there is a requirement to get staff together once a month to support team communication, time off will be given at a later date to compensate)
* To work as and when required between the hours of 07.00-20.00 Monday to Sunday including public bank holidays ( permanent relief staff )
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#### Skills, Knowledge and Experience

Desirable but not essential:

* Basic Food Hygiene
* A Basic standard of IT skills
* Good standard of literacy and numeracy
* Experience of working within the NHS.
* Experience of working in a Sales Focused role in a Catering or Retail Environment
* Experience of delivering excellent customer service at all times

**Specific Skills**

* Effective communication and customer service skills with patients, visitors, customers, clients, and staff
* Strong interpersonal skills and ability to communicate effectively with customers, clients, and staff at all levels
* Good time management and organisational skill
* A “Can Do” Attitude to the role and a sense of urgency.

**Personal Qualities**

* Ability to respond quickly to problems.
* Ability to take instruction from both line manager and clients.
* Ability to achieve and set high standards and operate to performance criteria
* Self-motivated and driven to exceed sales targets
* Sense of own initiative
* Empathy with patients and visitors and exceed customer satisfaction targets
* High standards of personal hygiene, presentation of yourself and work environment.
* Ability to work independently and as part of a team
* Ability to deal with stressful situations and parents going through stressful situations with empathy.
* Positive approach to learning in role and identifying own training needs as appropriate
* Flexible approach to role includes weekends and bank holidays

#### Contextual or other information

* **Quality:** Sodexo is committed to providing patient customer care of the highest quality and promotes this through the customer care training of their staff.
* **Confidentiality:** During the course of his / her duties, the potholder may have access to confidential information which must not be divulged to any unauthorised person or any relative at any time.
* **Polices and Procedures:** The post holder is required to familiarise and comply with all relevant Sodexo and Trust policies and procedures.
* **Health and Safety:** Ensure that all procedures for security, safety, health and fire precautions are adhered to in accordance with the Health and Safety Policy.Staff must take care of their own safety and others who may be affected by their actions or omissions. Health and Safety in the workplace is a two way process. Managers must make sure their employees work in a safe environment, and that employees know they have an obligation to report any Health and Safety concerns to management. The workforce must ensure that all equipment or personal protective equipment provided is used in the appropriate manner. They must also report any accidents or near misses to the appropriate manager and must also complete the appropriate Incident / accident report forms.
* **Manual Handling** - Lift and manoeuvre light goods and equipment in accordance with manual handling regulations and good practice.
* **Equal Opportunities** - Carry out duties in line with Sodexo Equality policies and procedures, including relevant legislation, to deliver and promote equity of access to healthcare and equality of opportunity at work at all times.
* **Infection Prevention and Control** - Be familiar with and follow the Trust Infection Control Policies and designated hand hygiene procedures appropriate to your post. In addition you should take action to report your manager or appropriate person any incidents or poor practice that may result in the spread of infection.
* **Mandatory Training** - Be aware of and undertake mandatory and other training requirements necessary for the successful and safe performance of your job, including relevant updates.
* **Smoking Policy** - The Trust is “Smoke free”. You may not smoke in Trust owned buildings or grounds.

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| Document owner | Denise May |

Please Sign Below to agree to the terms of the Job Description Above:

Name:

Date:

Signature: