

Job Description:   
Retail Operations Manager

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| Function: | | | | Operations | | | | | | | | |
| Position: | | | | Retail Operations Manager | | | | | | | | |
| Job holder: | | | | New Role | | | | | | | | |
| Date (in job since): | | | | N/A | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | General Manager | | | | | | | | |
| Additional reporting line to: | | | |  | | | | | | | | |
| Position location: | | | | Farnborough International Conference Centre | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * To support the Operational requirements on site in delivering the retail offers, providing innovation and expertise in this field * To manage the retail function including setup, equipment, general logistics and liaising with the Senior Staffing Coordinator to ensure events are adequately resourced * To deliver exceptional service standards and offers, ensuring all offers are market leading with regard to customer experience * Working efficiently to drive profits for the business but must remain operating within budget requirements * Promote Sodexo Sports & Leisure as the preferred employer both internally and externally, | | | | | | | | | | | | |
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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 FY13: | €tbc | | 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 | | * Add point | | | | | | | | | | |

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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. |
| Staffing Manager (Ascot) |

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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. |
| * All cost centres under your control or the control of your team are managed appropriately, commitment registers are kept up to date and business is traded in the correct period * Service Standards across site are either in line with or above both Sodexo and our client’s expectations * KPI’s are achieved and for those that are long term aspirations, action plans are in place for consistent progress * Costs are controlled and cross department efficiencies are developed in terms of labour and variables * There is a positive team culture where all team members work together and support each business area as required * Sales trends are reviewed to influence decision making to enable targets to be achieved * Appropriate planning and contingency is in place to ensure that all areas of the operation deliver * Client feedback is reviewed both during and post the event to identify reoccurring themes or look for ways to make a positive change * A positive working relationship with the client is evident so there are ‘win-win’ scenario’s * The casual labour is managed in line with the policy and through liaising with other departments * There is a proactive attitude to continuous improvement with regular meetings to review service styles and menu offers as well as customer feedback. |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To manage the smooth running of all events within the Retail department * To organise the logistics relevant to set-up and clear down of all events * To support the recruitment of casual teams and to be responsible for briefing and motivating the teams on an event day   To work closely with all departments such as the Staffing Team, Chef Team and Cellar Team etc to co-ordinate all aspects of the event   * Co-ordinate the ordering of equipment and disposables for all events * Management of the labour and expense lines in the Retail budget * To install all till systems, ensuring they are on line and correctly listed throughout Retail * To carry out any and all monthly stock takes accurately in line with budget * To maintain the purchase order system (SAP) and update forecasts. * Ensure that the Company’s accountancy practices and guidelines are adhered to at all times and that business forecasts are carried out on a weekly basis to track performance against budget. * Ensure that results are reported weekly, work with GM to understand variances and trends and action plans put in place where necessary * Ensure that all areas under the retail operation fully comply with Sodexo’s policies on Food Safety & Health & Safety and meet the standards set out within Safegard audits * Ensure that costs and expenditure in the Retail accounts 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. Specifically looking at Labour, Disposables and Equipment * 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 Service Level Agreement in place with FIECC * To ensure the retail units fully comply with all legislation with regard to The Licensing Act 2003 & trading standards requirements * To ensure meticulous planning is delivered to every aspect of the retail operation and fully document plans in line with the GM’s expectations * Develop a motivated, respectful, trusted and stable team by giving them clear direction, sharing information and employee involvement * 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 * Work with the culinary team to develop appropriate menu offers across the departments * Understand the KPI’s that are attached to the contract for Retail and ensure they are met * Develop a Retail Plan to ensure that offers are always innovative * Undertake Duty management shifts as required to support the business * Support other areas of the business as appropriate |

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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. |
| * Full management of the operational delivery of the Retail department from planning to delivery. * To manage and control staff levels while ensuring budgetary requirements are met. Managing the cost centres around the retail budget both expenses and labour * To purchase all CCG and disposables needed for Retail in line with budget and control the hire of all retail equipment * To deliver a Retail training plan in line with the Training department * To maintain a clean and tidy working environment in all areas both front of house and back of house and all storage areas * To manage and maintain all Retail areas, ensuring the working environment for the Retail team is clean and meets Health and Safety legislation * To support waste management guidelines * To liaise with external suppliers as required |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Essential**   * A flexible approach to working hours * Operational knowledge, skills and experience in Hospitality & Retail Management * Management of a large and diverse casual team * Client liaison * Excellent communication skills both upwards and downwards, internally and externally * Resilience to manage multiple tasks and prioritise importance * Excellent written and verbal communication skills * Confident in the use of MS Office, especially Excel along with other computer programmes * Motivated and adaptable, confidently able to manage workload and different tasks simultaneously   **Desirable**   * BIIAB Liquor License * Management of multiple Profit and Loss Accounts |

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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 | Leadership & People Management | | Rigorous management of results | Innovation and Change | | Brand Notoriety | Business Consulting | | Commercial Awareness | HR Service Delivery | | Employee Engagement |  | | Learning & Development |  | |

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| 9. Management Approval – To be completed by document owner |
| |  |  |  |  | | --- | --- | --- | --- | | Version | V.1 | Date | 08.08.2017 | | Document Owner | Alexis Barclay | | | |

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| 10. Employee Approval – To be completed by employee |
| |  |  |  |  | | --- | --- | --- | --- | | Employee Name |  | Date |  | |