

Job Description:
Retail & Leisure Manager

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| Function: | Defence |
| Position:  | Retail and Leisure Manager  |
| Job holder: | Tbc |
| Date (in job since): | Tbc |
| Immediate manager (N+1 Job title and name): | Services Manager, Victoria Barracks |
| Additional reporting line to: | Services Manager, Combermere Barracks |
| Position location: | Victoria Barracks and Combermere Barracks |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To plan, organise and coordinate all retail activity
* To manage and supervise the day to day activities of the retail shop
* To drive retail performance through adherence to all promotional activity and marketing initiatives
* To ensure standards of service detailed in the service level agreement and within the schedules of the contractual terms and conditions are achieved, maintained and developed
* To grow services in order to meet client and commercial expectations whilst maintaining strict budgetary control in line with Sodexo expectations
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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. |
| Account ManagerService ManagerRetail Manager |

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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. |
| * Effective collaborative working with the segment CRL team and CostCutter
* Ensure all practices are in line with Sodexo policies and procedures and those set out within Health and Safety guidelines/legislation
* To act as a site SME on retail working with all other departments to offer guidance and support where required.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To plan, organise and coordinate all retail activity
* Achieve budget for retail store
* To ensure standards of service detailed in the service level agreement and within the schedules of the contractual terms and conditions are achieved, maintained and developed
* To grow sales in order to meet client and commercial expectations whilst maintaining strict budgetary control in line with Sodexo expectations
* Management of stock ordering and stock control
* To reduce shrinkage
* Maintain store security at all times
* Contribute to gross profit and improvements to budget performance as determined by segment business objectives
* Implement all promotional activity as directed by CRL team – on time, on budget and in accordance with brand standards
* Follow all Sodexo cash and Trading procedures
* Oversee compliance with legal, regulatory and Company requirements, including DQMS.
* Recruit, induct, train and manage colleagues in accordance with Sodexo procedures
* Identify and manage continuous improvements, taking corrective action when required
* Ensure operational excellence within your area of responsibility for labour management and performance
* Active involvement, promotion and support of activities aligned towards employee engagement
* Develop and maintain a positive internal and external network
* Continued professional development in industry sector
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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. |
| **Leadership and people*** You will role model the company values and ensure they are reinforced at every opportunity. You will provide leadership and clear direction on all aspects of your business area, operational and people,

ensuring your own team, deliver on business objectives. You will support in the delivery of the people plan and on the back of this, developing future capability of your front line teams. You will lead by example and champion effective communication. You are responsible for the recruitment, induction and development of your employees and will manage the performance of your team in line with Sodexo HR policy and procedures. **Risk, governance and compliance*** You are accountable for full compliance and understanding of all company risk, reporting and governance processes. You will ensure that these are fully applied, complied with and adhered to within own business. You are accountable for cash and stock within your business area and as such are responsible for self and business area adherence to all cash and stock company procedural compliance. You are guardian to Sodexo cash and stock and are therefore responsible for any discrepancies incurred intentional or otherwise.

**Financial management*** You are responsible and accountable for the financial delivery and performance of your business area in line with annual budgets. You are responsible for ensuring all financial targets are achieved within the framework of absolute financial control. You are responsible for contributing to the monthly financial review process against KPI’s and ensure follow up on all improvement plans to support delivery of budget at local level.

**Relationship management client and team*** You are responsible for managing local client and customer relationships and developing and maintaining strong business relationships. You must seek to understand the client’s business environment and drivers, developing and maintaining strong relationships and establishing a network of client contacts. You will manage clients proactively and professionally, in line with Clients for Life®, ensuring Sodexo delivers service in line with the client’s business objectives. You will understand the importance the client places on partnering principles and endeavour to establish a dynamic and positive culture for co-operative business relationships and improvements to service.

**Operational management*** You are responsible for overseeing the operations of your business area and managing its compliance with legal, regulatory and company requirements including the quality management system (QMS). You will effectively manage continuous improvements, taking corrective action where necessary and informing line manager of performance issues. You will ensure robust health and safety procedures are implemented, reviewed and reported on a regular basis.

**Service excellence*** You are responsible for driving all aspects of service excellence across your business area including brand integrity, quality, compliance, Sodexo’s corporate social responsibility and service standards. You must ensure that you and your team work to recognised and expected standards ensuring the offer is meeting the customer’s needs through full and correct use of company tools. In partnership with subject matters experts you will champion and embed service excellence initiatives across your business area and ensure that all services are aligned to the defence client and customer needs and deliverable within budget.

**Continuous development*** You are responsible for continual development and improvement for the catering services, resulting in improved services, increased sales and reduced costs. Continually monitor financial performance (e.g. supply chains, sales, labour, expenses, internal issues) to ensure that the pre set budget figures are maintained and improved. When variances occur, to provide written explanation of costs and implement action plans for correction
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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*** Demonstrate experience of working in a similar role within the service industry at a comparable level in a company
* Proven experience in retai/catering sector, including stock management, cash control and customer service
* Proven experience of managing client relationships
* Proven track record of leading, managing and developing a team
* Good numerical and communication skills, must be able to demonstrate effective verbal and written communication
* Able to work on own initiative within a team environment
* Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
* Able to demonstrate attention to detail and adherence to standards
* Analyse problems analytically, develop opportunities and implement innovative solutions

Desirable* IOSH qualification or equivalent
* Experience of working in a military environment
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * Employee Engagement
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| * Learning & Development
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