

Job Description: Retail Manager

Function:	Government UK&I
Generic Position:	Retail Manager
Job holder:	Retail Manager
Date (in job since):	
Immediate manager (N+1 Job title and name):	General Manager
Additional reporting line to:	
Position location:	RAF Odiham

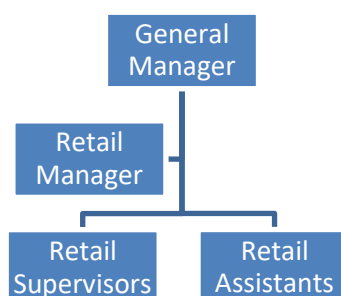
1. Purpose of the Job

- To plan, organise and manage delivery of all services within the retail operational business area
- To ensure standards of service detailed in the service level agreement, KPIs and within the schedules of the contractual terms and conditions are achieved, maintained and developed for assigned operational business area
- To contribute to the growth of all services in order to meet client and commercial expectations whilst maintaining strict budgetary control within operational business area in line with client and Sodexo expectations
- Embracing the principles of Collaborative Business Relationships (BS11000), in line with Sodexo's vision and values
- To manage all aspects of performance of an assigned group of direct reports

2. Dimensions

Characteristics	Key performance indicators (KPIs)
	<ul style="list-style-type: none"> ▪ 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

3. Organisation chart



4. Context

- Comply with all legislative requirements
- Adhere to any local client site rules and regulations
- Role model safe behaviour
- Travel and overnight stay may be required to undertake training and other business requirements
- Unsociable hours in line with business requirements maybe required
- Flexibility on work schedule and location maybe required
- Collaboration with all other site department managers to ensure the effective management of the site overall
- Effective collaborative working with Sodexo external partners, DIO employees and MoD consumers and personnel, including CCM where appropriate who work on site
- Ensure all practices are in line with Sodexo policies and procedures and those set out within Health and Safety and Food safety guidelines/legislation
- To act as a site Subject Matter Expert (SME) where appropriate to support other department managers and departments, offering guidance and support where required.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Control all costs such as labour and expenses in line with budget as agreed with your line manager
- Maintain levels of stock, cash, local credit and debt outstanding to the agreed establishment targets
- Ensure that all equipment used, is in safe working order, checked regularly and serviced. Report any faults to management/client, ensure they are rectified and ensure equipment is not used until safe
- Ensure team compliance to all cash, keys, stock, premise, security policy and procedure; report any deficiencies as identified immediately to the general manager
- Ensure all cash registers have adequate floats, current pricing programmes, and all colleagues are correctly trained in use and cash handling policy and procedure
- Provide a first point of contact to our customers and deal politely, professionally and efficiently with any queries and complaints
- Ensure all pricing is displayed and correct, and to identify areas of savings, sales and increased profitability
- 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 EPA to discuss and agree job performance, objectives and development activities
- To maintain professional work standards at all times
- To care for all company equipment and ensure that any faults are reported to management
- To act as duty manager 'on call' and holiday/weekend cover as directed by line manager
- To ensure daily standards of service in assigned operational area, as detailed in the service level agreement, within the schedules of the contractual terms and conditions and in line with applicable Sodexo service offer standards are achieved, maintained and developed
- 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 contribute to the growth of services in order to meet client and commercial expectations whilst maintaining strict budgetary control in line with client and Sodexo expectations
- To continually monitor all H&S and FS standards in all service operations and ensure they are maintained at the required level
- To drive performance through adherence to all promotional activity and marketing initiatives
- To contribute to the achievement of site budget performance as determined by segment business objectives
- To work in conjunction with other department managers to ensure operational excellence within assigned

operational business area with specific responsibility for labour management and performance of a defined group of colleagues

- Active involvement, promotion and support of activities aligned towards employee engagement
- Develop and maintain a positive internal and external network
- Continued professional learning and development in soft FM services
- To carry out any other reasonable tasks and/or instructions as directed by management

6. Accountabilities

- Achieve financial targets including sales, margin and waste
- Pass all internal and external audits
- Achieve retail 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 provide leadership and clear direction on all aspects of the assigned operational business area, ensuring assigned colleagues deliver on business objectives. The role holder is responsible for supporting the delivery of the people plan and subsequently developing future capability of front line teams. The role holder will lead by example and champion effective communication. The role is responsible for the recruitment, induction, performance and development of assigned colleagues and will manage the performance of those colleagues and support other department managers to achieve this, in line with Sodexo HR policy and procedures.

Risk, governance and compliance

- The role holder is accountable for full compliance and understanding of all company risk, reporting and governance processes within their assigned operational area. The role holder will ensure that these processes are fully applied, complied with and adhered to within assigned operational business area. The role holder is accountable for cash and stock within the assigned operational business area where applicable; therefore cash and stock company procedural compliance is a requirement.

Financial management

- The role holder is accountable for the financial performance of the assigned business operational area in line with set budgets and as a contribution to overall site financial performance. There will be a requirement to contribute to the monthly financial review process for the assigned operational area and also to ensure follow up on all improvement plan actions to support improved financial performance where necessary.

Relationship management client and team

- The role holder is responsible for managing client and customer relationships and developing and maintaining strong business relationships. The role holder must seek to understand the client's business environment and drivers, developing and maintaining strong relationships and establishing a network of client contacts. The role holder will manage clients proactively and professionally, in line with Clients for Life®, ensuring Sodexo delivers service in line with the client's business objectives. The role holder 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

- 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). The role holder will effectively manage continuous improvements, taking corrective action where necessary and informing their line manager of performance issues. The role holder will ensure robust health and safety procedures are implemented, reviewed and reported on a regular basis. The role holder will resolve daily operational issues within their assigned area and, in rotation with other site department managers, deputise when the general manager is not available.

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 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

- The role holder will be responsible for the continual development and improvement of all on-site services, resulting in improved services, increased sales and reduced costs. The role holder will also continually monitor financial performance (e.g. supply chains, sales, labour, expenses, internal issues) to ensure that the budget figures are maintained and improved. When variances occur, to provide written explanation of costs and implement action plans for correction.

7. Person Specification

Essential

- Demonstrate experience of working in a similar role within the service industry at a comparable level in a company
- Good numerical and communication skills,
- Management knowledge of health & safety and food safety
- Knowledge of MS Office (Word, Excel and Outlook)
- Proven experience in retail and/or leisure sector, including stock management, cash control and customer service

Desirable

- IOSH and CIEH qualifications or equivalent
- Proven experience of managing client relationships
- Proven track record of leading, managing and developing a team
- Experience of working in a military environment

8. Competencies

▪ Growth, client and customer satisfaction, quality of services provided	▪ Industry acumen
▪ Rigorous management of results	▪ Analysis and decision making
▪ Leadership and people management	▪ Planning and organising
▪ Innovation and change	
▪ Brand notoriety	

9. Management approval

Version	1	Date	3 March 2017
Document Owner	AH		