**on-site services**

JoB description

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| Position Title | Retail Supervisor | Department | Retail |
| Generic Job Title | Retail Supervisor (X) | Segment | Healthcare |
| Team Band | Front Line (AfC Band 3) | Location | Site Based |
| Reports to | Retail Manager | Office / Unit name | Birmingham Children’s Hospital |

## ORGANISATION StRUCTURE

Retail Manager

Retail Supervisor

Head of Talent

Costa PTS/

Out Patients/

Conservatory,Restaurant

Restaurant /Conservatory

Vending /

Theatres

#### Job Purpose

* Effectivelysupervise all Retail and Vending operations and to deploy all Retail staff in accordance with the agreed rosters. Hygienic preparation & service of all food & beverages to the required standards in line with portion control. Maintain the highest levels of customer service & to drive sales

#### Accountabilities or “what you have to do”

* Ensure yourself & your team are smartly dressed in line with company standards, wearing your ID badge & any PPE that is specified by job role.
* Assist the Retail manager by adhering to the company absent & Sickness Policy, ensuring the correct procedures are followed by all staff. This will include RTWI & completion of attendance records & accurate completion of TMS book.
* Assist with all aspects of Disciplinary & Welfare procedure is a professional & confidential manner as set out by company guidelines.
* Assist the Retail Manager in the recruitment and selection of all retail staff, to include induction & periodic staff reviews.
* To identify staff training needs & to provide necessary training.
* To prepare retail staff rosters in line with budget, to ensure the smooth & efficient operation of Retail & vending.
* To cascade team briefs & company announcements or initiatives.
* To have a ‘Can Do’ attitude & to lead by example. Motivate Retail staff & help to create a positive, cheerful & professional working environment.
* Assist with implementing & practicing Sodexo training initiatives.
* Drive sales by leading by example & coaching staff is sales techniques. To update daily sales trackers.
* To ensure food is presented as detailed on the menu, ensuring qualities & portions are sufficient with demand & in line with portion control.
* To ensure food production is as per the standards specified by the company & that preparation, cooking and holding of food complies with Food Hygiene & Safety policies.
* To ensure all menus’ tariffs & product tickets are on display & correct.
* Ensure EPoS till audits is fully compliant & that products are processed via EPoS as per their product descriptions.
* To identify any potential problems such as customer complaints or dissatisfaction & address resulting in a positive outcome.
* Assist the Retail Manager to implement all Promotions, ensuring full stock availability.
* To assist the Retail Manger with all staff Training, Food Safety, Health & Safety and cash handling processes.
* Assist the Retail Manager in resource management through managing holiday planning & scheduling.
* Responsible for ordering of stock as guided by the Retail Manager & in line with company processes.
* To take accountability for the operation of all tills & their security, including cash lifts, banking & refunds. In line with company policies.
* Ensure stock takes, compliance, wastage & stock transfers are carried out in line with company set guidelines.
* Assist the Retail Manager in staff coaching & performance management.
* All retail planograms & stocking policies to be adhered to including vending
* All prices to be adjusted including vending in line with company RRP’s
* Any other duties that may be requested by the Retail Manager in order to facilitate the smooth running of the Retail operation.

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

* Statutory- Safegard Green Audit
* Statutory- EHO 4 stars and above on “Scores on the Doors”
* Financial- Turnover improvement on “like for like” statistics;
* Financial- Turnover meets budget and/or forecast; all staff
* Engaged and up selling daily.
* Financial- Consumption and margin should meet budget and/or forecast and improvement towards the top-10 scores in healthcare;
* Financial- Stock levels consistent week-on-week and month-on-month;
* Financial- Labour worked hours meets budget and/or forecast;
* Financial- Labour paid hours meets budget and/or forecast;
* Financial- Sickness lower than 3%;
* Financial- Annual leave managed consistently month on month;
* Compliance- 90% or over on Unit Business Health check Audits

#### Dimensions

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| --- | --- |
| ***Financial*** | See above KPI’s which are not exhaustive |
| ***Staff*** | Ensure 100% Induction programme for staff under direct control  Ensure 100% Training Record compliance for staff under direct control  Ensure 100% Right to Work compliance for staff under direct control |
| ***Other*** | 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. |

#### Skills, Knowledge and Experience

Essential

* Ability to communicate effectively.
* Ability to lead a & motivate a team
* Ability to deal with last minute requests.
* Ability to monitor performance in line with company standards
* Able to deal with complaints of staff in line with guidelines
* Strong interpersonal skills
* Ability to escalate issues to line-manager as required
* A positive ‘can do’ attitude and self motivated.
* Ability to prioritise and manage workload.

Desirable

* Literacy/Numeracy Skills to ensure compliance at all times
* Ability to allocate shifts in line with agreed rota
* Ability to develop services and sales in line with company initiatives

#### Contextual or other information

* The duties and responsibilities of the post will be subject to review with the Retail Manager on a regular basis. The duties may be varied to take into account organisational needs.

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| Document owner | Denise May – General Manager | | |