

Job Description:

Assistant Manager

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| Function: |  |
| Position:  | Assistant Manager |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | General Manager, Dundee & Dundee Utd |
| Additional reporting line to: | Craig Younger, General Manager, Hampden Park |
| Position location: | TBC |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To maximise the profitability of the Retail Food & Liquor Accounts
* To maximise the profitability of the Hospitality Account
* To manage the food & liquor services across all retail units and areas to the agreed standards
* To manager the delivery of Hospitality service to the client and company standards
* To ensure that all mandatory requirements are achieved
* To support the General Manager
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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. |
| Dundee 17/18* + - * £157,000 Sales
			* £8007 Profit

Dundee Utd 17/18* + - * £331,472 Sales
			* £32,000 Profit
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Draft. Version: 27-03-2014

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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. |
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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. |
| * Customer satisfaction in matchday and non-matchday events in relation to the services we provide.
* Audits from Safeguard, EHO and client.
* All revenue streams under your control are managed appropriately, purchase orders are raised and signed off and business is traded in the correct period.
* Service Standards across site are either in line with or above our client’s expectations. This includes Health & Safety and Food Safety standards as well as staff standards.
* Costs are controlled and cross department efficiencies are developed in terms of labour and variables.
* There is proactive communication between all departments about operational requirements ie, Labour, Disposables and Light Equipment.
* A positive working relationship with the client is evident so there are ‘win-win’ scenario’s.
* Client feedback is reviewed both during and post the event to identify re-curring themes or look for ways to make a positive change.
* Manage the casual labour by assessing expected attendance by area and historical information.
* There is a proactive attitude to continuous improvement with regular meetings to review service styles and retail offers as well as customer feedback.
* Manage a diverse team to deliver the retail operation and ensure that you have a committed and motivated team, through delivery of the staff appraisal process.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * On operational days , management of all hospitality operations within the unit
* On operational days, all retail units scheduled to be open are set to the required standard and staffed appropriately
* Produce monthly reports as required by the Senior Management Team
* Order new stock, maintaining stock levels and liaising with suppliers
* Assist in providing mandatory training to staff in line with Sodexo training policy
* Control staffing levels and working alongside the resource partner to identify recruitment needs
* Work closely and liaising with the General Manager
* Ensure that costs and expenditure 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.
* Continually seek ways to enhance quality through innovation, specifically focussing on how spend per head can be increased.
* Review concessionaires on an on-going basis in line with client expectations and revenue generated.
* Ensure there is a tight control on all food and liquor and that close down is done correctly.
* Manage the maintenance log for all Retail Units and report faults as necessary.
* Manage any complaints or issues in a pro-active manner and put action plans in place to rectify.
* Support other areas of the business as appropriate.
* Be mindful of 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 the two clients that we work with.
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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. |
| * There is a positive team culture where all team members work together and support each business area as required.
* 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.
* Service Standards across site are either in line with or above our client’s expectations and reviewed on an ongoing basis.
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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*** Operational knowledge, skills and experience in Retail Management
* At least 2 years’ experience in a Hospitality related role
* Good financial awareness and management skills
* Excellent communication skills both upwards and downwards, internally and externally
* Knowledge of Food Hygiene and Health & Safety

**Desirable*** Resiliance to manage multiple tasks and prioritise importance
* Excellent planning and organisational skills
* Knowledge of Microsoft office (word, excel, outlook)
* Knowledge of COSHH
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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
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| * Commercial Awareness
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| * Employee Engagement
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| * Learning & Development
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| 9. Management Approval – To be completed by document owner |
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| Version | V1 | Date | 07/09/2017 |
| Document Owner | David Trotter |

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

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