

# Job Description: Retail Supervisor



Function:	Universities
Job:	Retail Supervisor
Position:	Retail Outlet Supervisor
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Cluster Manager – Cheryl Smith
Additional reporting line to:	Catering & Retail Portfolio Manager – Elaine Downey
Position location:	Coventry University – Starbucks Outlets

## 1. Purpose of the Job – State concisely the aim of the job.

- To work and support the Retail Cluster Manager and Segment Marketing team to execute a robust and dynamic offer at the existing Coffee Shop to meet the contract commercial requirements. This includes the delivery of the offer through the existing Coventry University food service team. Customer service, quality of food and customer satisfaction are key areas of focus alongside robust client management.

## 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 FY16.17:	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							

## 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.



**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.

- Excellent management skills with a proven ability to drive staff engagement
- Creating a team ethos – all catering staff working together for a common purpose
- Thrives on the challenge in the business in terms of customer and client expectation
- Strategic thinker, looks forward, new ideas and innovations, strives to keep the food offer 'fresh'
- Strong rapport with Client, ability to communicate, ensures that the Sodexo brand is protected at site

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

- Maximise profitable sales by the introduction and maintenance of retail offers. Actively seek and identify opportunities for business growth within the contract and external market.
- Control costs such as labour, expenses, food in line with budget. Review rota's regularly to ensure efficiency is in place across the catering operation. Deliver budgeted profit and turnover for account/s as agreed with line manager
- Conduct regular reviews of current operating costs, (margins and labour) to ensure that Sodexo is achieving optimum profit.
- Comply with all company health and safety procedures, site rules and statutory regulations including Health and Safety, Food Hygiene, Safe working Practices, COSHH, Fire..
- To report and take positive action regarding customer comments or complaints, to establish and maintain the standards and integrity of the service offer and contracted SLA's/KPI's at all times, thus ensuring high levels of customer satisfaction.
- To ensure that the companies accountancy, documentation and administration procedures are carried out as per eprofit trading and ROL requirements and that necessary returns are completed in an accurate and timely manner.
- Manage the catering team including the Cov Uni employees in line with Sodexo and Cov Uni requirements. Hold regular performance reviews with direct reports and taking positive action where needed with training and development.
- Liaise with the segment marketing team to evaluate the offering on a continuous basis and introduce new offers and products in line with market trends.
- To develop and grow strong relationships with individuals at all levels within the company and client organisation.
- Actively seek and identify opportunities for business growth within the contract and surrounding markets.
- Lead and Manage by example.
- Ensure that all financial targets are achieved within a framework of absolute financial control
- Efficient financial management of client business within agreed budgets providing clients with a financial breakdown and information as required.
- Define and deliver unit business plan in line with 3 year plan for the division
- Ensure compliance with company purchasing policy
- Manage clients proactively, ensuring their expectations are exceeded, and ensure the prompt and efficient delivery of all services to the agreed standards.
- Responsible for recruitment and management of unit personnel, including personal development, reward and recognition, appraisals, health & safety, and communication of shared goals.
- To ensure the premises are kept to agreed level of cleanliness, and maintain safe working practices at all times
- To control expenditure undertaken as part of the contract including payment of wages, overtime, managing absence, bonus and other employee related costs
- To represent Sodexo at client meetings as required
- To attend appropriate training courses, conferences and meetings as directed by the company or client
- Recruit, manage, induct, train, motivate and appraise staff to promote good employee relations and operate within Company procedures, legislation and the Investors in people standards. (Staff appraisals to be conducted at least annually). Maintain training records for all staff, ensuring that individual needs are

recognised and met either through on or off job training.

**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.

- KPI's as per contract with Coventry University
- Annual Budget – to achieve actual and strive to achieve stretch budget targets
- Client Relationships – Primary and Secondary – satisfaction and retention
- Green score on annual Safeguard audit to site

**7. Person Specification** – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Track record of success in a similar role preferably in the retail Coffee Shop outlet
- Experience in Sodexo policies, procedures and systems is desirable though not essential as full training will be given
- Proven experience of developing positive client relationships and excellent client relationship management
- Broad commercial experience and business acumen and knowledge of external industry developments
- Experienced in leading company initiatives and change management process
- Experience in identifying and implementing new business initiatives
- Experience in leading and managing a high performing team
- Strong communication and negotiation skills
- Passionate about retail business and WGLL
- Experience in hospitality/functions to the highest standards
- Experience in managing difficult situations either team or client led
- Good organisational skills, and time management essential due to size of operation on site
- Experience working in a standards/compliance environment
- Self-motivated with the proven ability to work well under pressure
- The ability to set and achieve standards and operate to performance criteria (KPI's)
- The ability to implement new initiatives to benefit the client/customers in a Retail outlet

**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	▪ Lead the team & manage the team
▪ Rigorous management of results – ROL, Eprofit, Unit budget targets	▪ Initiate improvements and consistently deliver an excellent performance
▪ Continuously grow and develop self, push for training	▪ Challenge constructively, stay informed and be prepared to question
▪ Deliver on commitments, have integrity	▪ Service Delivery
▪ Strong lines of communication, work to keep the team engaged at all times.	▪ Lead the way forward, value teamwork and develop skills of onsite

**9. Management Approval** – To be completed by document owner

Version	V1	Date	01/08/2019
Document Owner	Elaine Downey		