

**DEFENCE & GOVERNMENT SERVICES**

Job Description:
Retail Manager

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| Function: | Defence & Government Services |
| Generic job:  |  |
| Position:  | Retail Manager  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Service Manager  |
| Additional reporting line to: |  |
| Position location: | St Omer Barracks |
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| 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
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| 2. Dimensions  |
| 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  | * Year on year balanced scorecard improvement in health & safety; environment; risk; client satisfaction; and quality
* Operational excellence in labour management and performance
* Employee engagement and IIP
* Well-developed internal and external network
* Continued professional development in industry sector
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| 3. Organisation chart  |
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| **4. Context and main issues**  |
| * 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.
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| 5. Main assignments  |
| * Ensure that all costs and expenditure are within the budgeted levels agreed between the client and Sodexo. Control all costs such as labour, expenses, cash purchases as agreed with your line manager
* Maintain levels of stock, cash, local credit and debt outstanding to the agreed establishment targets
* Comply with all company and client policies, site rules and statutory regulations relating to Health and Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place and training of staff
* 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 employee compliance to all cash, keys, stock, premise, security policy and procedure; report any deficiencies as identified immediately to the Service Manager.
* Ensure all cash registers have adequate floats, current pricing programmes, and all employees 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 be responsible for all day to day aspects relating to the management and maintenance of the hospitality service and equipment within the contract
* 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 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 employees.
* Active involvement, promotion and support of activities aligned towards employee engagement and achievement of IIP Gold standard
* Develop and maintain a positive internal and external network
* Manage ordering and deliveries using nominated suppliers as required
* Operate till and check floats as directed
* Continued professional learning and development in soft FM services
* To carry out any other reasonable tasks and/or instructions as directed by management
* To maintain all areas of responsibility to the set service standards and in line with applicable service offer
* To perform and supervise the day to day activities Front of House in the Junior Ranks Mess, as well as the retail outlet activities and leisure areas/services
* To promote and manage functions including planning, menus and costing in conjunction with the catering team
* To ensure standards of service detailed in the schedule of requirements (SOR) and quantity tables are achieved, maintained and developed
* To liaise with the PMC/RSM and mess committee to develop relationships and promote Sodexo
* To carry out any other reasonable tasks and/or instructions as directed by management
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| 6. Accountabilities |
| * Achieve gross margin targets
* Pass all internal and external audits
* Achieve sales target
* Control waste in line with targets

Leadership and people* The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will support their line manager to drive employee engagement and team performance. This will include effective communication and the application of Sodexo HR policies and procedures as directed by their line manager

Risk, governance and compliance* The role holder will ensure that these processes are fully applied, complied with and adhered to within their assigned operational business area. Where applicable cash and stock company procedural compliance is a requirement.

Financial management* The role holder is required to contribute to the financial performance of their business area. This is achieved through effective control of all equipment and supplies as well as payroll.

Relationship management client and team* The role holder is responsible developing and maintaining good business relationships with clients and customers. The role holder must seek to resolve any concerns or complaints raised and escalate to their line manager as appropriate.

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).

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.

Continuous development* The role holder should look for improvements and efficiencies at every opportunity to increase sales and/or reduce costs. These should be reviewed with their line manager to establish feasibility and create a plan of action.
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| 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
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| 8. Competencies  |
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| * Growth, client and customer satisfaction, quality of services provided
 | * Industry acumen
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| * Rigorous management of results
 | * Analysis and decision making
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| * Leadership and people management
 | * Planning and organising
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| * Innovation and change
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| * Brand notoriety
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| 9. Management Approval – To be completed by document owner |
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| Document Owner |  |

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