

Retail & Hospitality Manager

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| Function: | Catering Operations |
| Job:  | Retail Manager 2 |
| Position:  | **Retail Catering & Hospitality Manager** |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Head of Catering |
| Additional reporting line to: | Head of Soft FM |
| Position location: | Wythenshawe Hospital, Manchester University NHS Foundation Trust |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Responsible for the provision and successful delivery of all Retail catering outlets and Hospitality food service throughout Wythenshawe Hospital. To ensure the standard of food throughout the services is achieving client and consumer expectations. Emphasis will be based on service delivery and quality for all end users. To build and maintain a strong working relationship with the client and their operational teams throughout the trust.
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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. |
| 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  | * Revenue approx. £1.7m
* Responsibility for approx. 36 employees
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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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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Assist the Head of Catering to deliver budgeted profit and turnover for services and accounts
* Responsible for ensuring compliance of own team with all Company and Trust policies and procedures whilst proactively responding to prevent and deal with issues of non-conformance
* Responsible for compliance on food and H&S legislation, ensuring effective communications with the local EHO and taking all necessary actions within area of responsibility
* Responsible for financial management of the allocated budget for area ensuring that stock levels, wastage and labour are effectively managed
* Ensure achievement of high levels of client and service user satisfaction, and monitor these on regular basis. This will be measured via Clients for Life review processes
* Use the Kronos Scheduling tool to understand, analyse, manage and review retail outlets requirements and demand
* Responsible for the recruitment and management of direct reports. This will include responsibility for their development which will include health & safety, communication of shared goals and ensuring that effective performance development reviews (PDRs) take place
* Responsible for managing staff within area of responsibility in line with the appropriate policies in relation to issues including conduct, performance, absence, grievance, fair treatment, pay progression, leave and all other HR policies
* Promote effective two way communication within all levels of staff in area. This will include ensuring that team briefings take place and that Company and Trust objectives and values are clearly understood
* Champion the CARES programme to ensure all staff are committed to delivering high levels of customer service at all times communicated
* Ensure that health and safety standards are understood and delivered across all of hospital operations. This must include any agency staff and all employees from their first date working on site
* Contribute to discussions with Head of Catering regarding sharing ideas and best practice to improve site performance
* Assist in the preparation of forward planning relating to the refurbishment of any areas
* In conjunction with the Head of Catering, and the regional retail teams, continually review menus for retail services to ensure innovation and market trends are incorporated while profit margins are maintained
* Liaise closely with 3rd party contractors used on site to ensure that a quality and value for money service is provided. This will include the supply of any agency labour used and ensuring that the suppliers comply with all Company and Trust requirements. Report any concerns to manager
* Contract compliance and being accountable for delivering services to the contract and service specification in an efficient manner
* Ensure that payroll procedures (Kronos) are carried out correctly on a daily/weekly/monthly basis to ensure the accurate and timely payment of all staff under area of responsibility. To deal with any payroll queries and errors as a priority liaising directly with payroll as appropriate
* Accountability for escalating potential risks identified as appropriate to manager. These risks may be operational, related to knowledge and people, financial, compliance or risks to the Company reputation
* Drive customer sales through the hospitality service ensuring costs and invoices are processed and traded within the relevant period.
* Champion the DRIVE system across the site for Retail and Hospitality to ensure theoretical margins are set and managed through the planned, produced, sold and wasted package.
* Participate in providing 7-day cover on a rota basis
* Manage own continued professional development identifying any areas for own development
* Any other tasks as requested by line manager
* This job description is not intended to be exhaustive and will be amended in light of the changing needs of the service.
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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. |
| * No financial penalties within area of responsibility
* YOY sales growth for each Retail outlet within remit of the role
* Introduce and adapt to market trends to deliver a best-in-class Retail service
* High staff morale with sickness absence levels below the agreed annual percentage
* Efficient and economic use of labour without premium rate overtime or spikes in annual leave
* Achievement of budget
* Green on all audits within area of responsibility; H&S, Financial, HR
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Proven experience in managing multi-site or multi outlet operation is a must.
* Proven experience in managing branded outlets will be beneficial.
* Previous experience working in a similar customer facing role
* Previous experience of working within a high-volume catering environment and proven record of driving sales, managing labour to budget requirements
* Ability to communicate effectively with patients, visitors, colleagues, clients
* Ability to work independently, flexibly and professionally – dealing with stressful and changeable situations
* Ability to adhere to instructions, standards and procedures
* Ability to build relationships and past experience managing large teams.
* Positive attitude, enthusiastic with excellent people skills.
* Ability to work as part of a team.
* Excellent customer service and communication skills
* Excellent literacy and numerical skills

**Desirable*** NVQ Healthcare support services, BICSc, CPSS
* Qualification in Food Safety and Hygiene standards, and Health & Safety
* HND in Hotel, Catering or Institutional Management
* Previous experience working in a healthcare environment
* Experience of working within a unionised environment
* Experience in the training and development of staff
* Experience of collaborative working within a joint hard and soft FM environment
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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
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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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 | V2 | Date | 21/05/2025 |
| Document Owner | James Power |

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