

Job Title	Retail Operations Manager
Job Family	Catering
Line Manager	Head of Catering
Key Stakeholders/Internal Customers	Head of Enterprise, Executive Chef, Catering Operations Manager, Academic Team, Support Teams and Repton Enterprise
Hours	45 hours, 5 out of 7 days (AYR)
Holidays	25 days, plus Bank Holidays and Christmas Closedown
Location	Repton School
Salary	£35,000
Benefits	Employee Pension Scheme Sports Centre Membership (family)
Role Overview	
<p>To work with the Head of Catering & Head of Enterprise on the delivery and running of the retail outlets across Repton School including coffee shops and the School shop. Leading the retail teams to ensure all locations have great people focussed on delivering an excellent customer experience.</p> <p>Co-ordinating with all stakeholders to ensure clear communication of resources required to deliver the services dependent upon the demands of the business and the service level agreement. To act as an initial point of contact for all customer groups using the facilities within your control.</p> <p>Whilst focusing predominantly on the Senior School, this role is through School and covering both sites (Repton Snr and Repton Prep) as necessary, as well as other Repton Enterprise duties.</p>	
Role Outcomes	Key Performance Indicator(s)
Service and Delivery – To organise and lead the retail team focusing on the service and delivery of excellence across all aspects of the department.	Delivery vs Budget Feedback from internal stakeholders Cost management/effectiveness Quality of Service & provision– review and feedback
Compliance - Assist in delivery of compliance with all Food & Beverage policies, standards and procedures by training, supervising, follow-up and hands-on management. Maintain the highest service standards in the retail areas including the cleanliness and presentation of the outlets.	100% Compliance Policy/Practice Compliance with EHO and Health & Safety legislation
Performance - To support the Head of Catering in the delivery of all retail activity across Repton School and Repton Enterprise	Team Feedback Weekly 1 to 1's with the Head of Catering Allocation of duties & rotas
Budgetary Control. Tight budgetary control is exercised in the allocation of duties and provision expenditure is monitored against budget.	Spend vs Budget Efficiency

Role Responsibilities

Retail Operations Manager

Leadership and Management

- Set clear expectations and standards across outlets.
- Lead by example with a professional and proactive approach.
- Motivate, coach, and develop team members to build confidence and capability.
- Create efficient rotas that balance operational needs with team utilisation.

Maintain strong communication between outlets to ensure alignment on service offering and standards.

Service Provision and Delivery

- Create a warm and welcoming environment for our students, staff and guests
- Ensure that all requests and queries are responded to promptly and effectively and an exceptional service is always delivered
- Familiarise yourself with the menu and as much information about the food and beverage offering available to answer any questions that may have
- Ensure an efficient and safe delivery of all food and beverage orders in line with expectations ensuring an exceptional level of service is always maintained
- Management of set up and clear down in a timely manner for each outlet
- Ensure the retail areas are clean and well presented at all times
- Manage stock levels of all retail items across the school shop
- Familiarise yourself with all items stocked across the school shop to answer any questions that may have
- Effectively manage uniform requirements, including managing appointments, offering professional advice and fitting service as required by the client
- To be proactive for any customer complaints within catering operations and use reasonable resource to resolve any advised issues.
- Liaising as necessary with the Facilities Manager to ensure that all front of house areas are well maintained at all times
- To assist in the process of change in the departments though implementing standards and motivating all employee groups to deliver them.
- To assist the Head of Catering, and Head of Enterprise Operations and Executive Chef in developing each area of the operation in line with the school's expectations/budgetary constraints and agreed offer development plans.
- To organise and coordinate staff to ensure all retail provisions are delivered to the correct standard
- Liaise with suppliers to ensure that all provisions are current and contracts are being adhered to.
- Responsible for purchasing all consumable stock, uniform, stationery, toiletries, memorabilia, and consumables.
- Liaise with customers, pupils, parents and the school to ensure products are relevant and up to date and sourcing new products when required.
- Ensure all stock items are safeguarded with minimal waste
- Effectively manage stock levels and display stock to enhance sales.
- Continually look for ways to improve the look and feel of the retail spaces.
- Work with partners to improve our website offering and establish initial digital marketing channels in partnership with the marketing team
- Develop Repton School shop online offering and digital marketing presence ensuring alignment with in-store stock and operational processes.

Health and Safety/Compliance

- To ensure adherence to all procedures within the School's Health & Safety manual.
- To ensure compliance with the agreed health and safety policy and the completion of daily due diligence diary, adhering to COSHH regulations regarding food, equipment, materials and general safety.
- To ensure that all retail personnel maintain high standards of cleanliness, personal hygiene and appearance.
- To ensure the relevant HACCAP plan is always adhered to and that all required documentation relating to food safety, including but not limited to Allergy matrix, temperature control forms and daily cleaning schedules for front of house are accurately completed and filed in accordance with relevant legislation.

Other Responsibilities

- To operate within the ethos, culture, overall aims & policies of the school.
- Assist in the development and training of all staff.
- To assist in the effective induction, review and development plans for staff within the areas managed and to maintain appropriate records.
- To work flexibly and undertake when required other duties associated with supporting the needs of the School such as Pop up's, changes to opening hours, additional use of facilities or Repton Enterprise business.
- Any other duties as the school may reasonably request.

Person Specification

Relevant Prior Experience

- You must be a strong communicator, able to engage positively across a wide range of customers and colleagues.
- You must possess strong customer and personal service skills and have a proven track record of customer service achievements
- Ability to both lead a team and to work as part of a team
- Excellent planning and organisational skills embracing a proactive approach to work issues
- Personal integrity and confidentiality strong customer service ethos
- Able to build and maintain relationships with colleagues and customers, with strong focus on their needs
- Level 3 / intermediate food safety certificate (or willingness to complete)
- Stock control management
- Ability to provide accurate costing information in event planning to support Head of Catering in the delivery of retail outlets to agreed costs
- Strong attention to detail
- Performance driven
- Proficiency with software applications such as Microsoft Word, Outlook, Excel etc.

Candidate Profile

- High energy, resilient, can-do attitude, proactive and flexible approach
- Strong leadership and hands on management skills, with the able to work calmly under pressure.
- Keen to support staff and pupils, whilst working towards the school's ethos & objectives
- Confident verbal communicator, able to communicate effectively with professionals, staff, pupils and contractors
- Well organised, used to working accurately at pace
- Care and attention, particularly for all aspects of food presentation & safety
- Full UK driving license
- Personal License holder (Or willingness to complete)

Other Important Information

Safeguarding

Promoting and safeguarding the welfare of children and young persons for whom you are responsible and with whom you come into contact is a critical part of all roles at Repton/Repton Prep.

Under the Sexual Offences Act 2003 it is a criminal offence for a person over 18 (e.g. teacher, matron, sports coach) to have a sexual relationship with a child under 18 where that person is in a position of trust in respect of that child, even if the relationship is consensual. This applies where the child is in full-time education and the person works in the same establishment as the child, even if s/he does not teach the child.

Moreover, whatever the age of the pupil, a sexual relationship between an employee and a pupil will be considered an abuse of a position of trust and gross misconduct, likely to result in dismissal.

Health

The successful applicant will be required to complete a Health Declaration once a formal offer of employment has been made and accepted.

Children Act and Referees

Successful appointment will be dependent upon statutory criminal conviction checks including an enhanced DBS Check in accordance with the Children Act, as well as favourable reports from two referees. It will be assumed that the school may contact your nominated referees without further reference to you, unless you specify any alternative arrangements.

Child Protection Policy

All applicants must be familiar with our Child Protection Policy which can be found at

<https://www.repton.org.uk/userfiles/reptonmvc/Documents/06-Key-Information/Employment- Opportunities/170916- Child-Protection-and-Staff-Behaviour-Policy.pdf>