

Job Description



Job Title:	Unit Manager
Reporting to:	Site Director or Operations Manager
Direct Reports:	Assistant Unit Managers, Supervisors and Team Members as appropriate
Department:	Operations
Location:	Site based location

Job Summary

Working within the site management team the role is responsible and accountable for the delivery of an efficient and profitable operation of all aspects of a Unit / Brand within a Motorway Service Area, maximising sales / profit and improving Unit / Brand performance through the team by leading from the front, creating commitment and communicating effectively.

The role holder will ensure a constant drive for results through a positive, dedicated approach to change and make business improvements through their ability to make speedy and sound business decisions that follow a planned approach and use the strength of the team.

Key Relationships

Area Director Site Director/Operations Manager Site Management Teams Supervisors and Team Members Area Support Team Brand Managers and Heads of Department	Functional Director Line Manager Colleagues Direct Reports Key Stakeholder Key Stakeholders
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Job Responsibilities

The key responsibilities for the role are split out below into each of the core Roadchef factors.

Communication Responsibilities

- Effectively communicate utilising structured company communication tools taking into account the audience and tailoring own communication to create an environment of buy-in.
- Liaise with Support office functions to ensure delivery of a great quality operation at all times.

Problem Solving Responsibilities

- Deal with all customer complaints within the agreed business timescales and put plans in place to prevent a recurrence of the situation.
- Recognise and react to under performance and react accordingly.

Leadership Responsibilities

- Drive change and a will do attitude in the business and create a focus and energy for people to achieve outstanding results.
- Provide visible leadership and hands on support to the team.
- Manage the team to ensure consistent results are achieved.
- Proactively develop self and team by utilising structured company and brand training and development tools and further provide opportunities to enhance performance.
- Ensure the completion of direct reports performance reviews, as appropriate with the agreed company timescales.
- In liaison with the Site Director/Operations Manager ensure vacancies within the site are effectively managed and filled within a timely manner.

Autonomy and Decision Making Responsibilities

- Use experience to put forward suggestions for improvement that follow a planned approach.
- Use the strengths of the team around them, provides clear boundaries to empower the team to determine how they will accomplish tasks creating a culture of trust.

Other Job Holders Responsibilities

Operational Delivery

- Achieve or exceed unit/brand operational targets.
- Ensure a consistency of operation, product delivery, customer service and approach.
- Monitor the standards within the unit/brand and feedback to the team on the level of operational delivery.
- Comply with and ensure the unit/brand implements and maintains legislative requirements, company standards and procedures in a consistent manner.
- Comply with and ensure the unit/brand maintains all loss prevention standards and requirements.
- Achieve or exceed passes for all brand and company audits.
- Achieve or exceed the company's Key Performance Indicator targets for the unit/brand.

Profit Delivery

- Achieve or exceed the unit/brand budgeted (or forecasted) profit target.
- Ensure all direct costs are managed effectively within the unit/brand.
- Manage and react to trends in financial performance of the unit/brand.
- Manage unit/brand wages within budget (or forecast) and actively control expenditure in line with sales.
- Achieve or exceed unit/brand gross profit margins ensuring they are within tolerance of theoretical profit target.

Customer Focus

- Improve existing levels of service within the unit/brand and create standards that deliver a quality customer experience every time.
- Achieve or exceed unit/brand complaint ratio and ensure all team are aware of their responsibility and performance in this area.
- Monitor customer service standards within the unit/brand feedback to the teams the level observed
- Provide a quality service to customers and build customer loyalty within the unit/brand by ensuring unit/brand meets all Company and Brand requirements for customer service standards.

Spans of Control

- Shared P & L accountability for a specific unit(s)
- Direct and indirect reports - see information below
- Shared operational accountability for a specific unit(s)
- Shared Individual unit(s) area of influence

Small unit

Direct reports (5-10)

Medium unit

Direct reports (6-15)

Large unit

Direct reports (15+)

Experience

- Proven experience of delivering operational excellence and managing a team in a customer facing business (preferably catering, hospitality or retail).
- Experience of and accountability for delivering business P&L financial targets.
- Team orientated and the ability to successfully work with people at different levels.
- Well organised, excellent at prioritising and managing time.
- Be able to work within a structured environment with a focus on the detail.
- Proven experience motivating, managing and maximising the performance of a team.
- Ability to work on own initiative, setting standards for others and measuring performance.
- Proven experience in delivery of training and coaching activities to develop employee skills.

The activities within this role profile are not in priority order nor are they exhaustive and from time to time the role holder may be required to undertake other duties as deemed necessary by the line manager.