**JOB DESCRIPTION**  
*Unit Manager*  
*Vacancy Ref: N2764*

<table>
<thead>
<tr>
<th><strong>Job Title:</strong> Unit Manager</th>
<th><strong>Present Grade:</strong> 4</th>
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<tbody>
<tr>
<td><strong>Department/College:</strong> Facilities – Commercial Services</td>
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<td><strong>Directly responsible to:</strong> Retail Operations Managers</td>
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<td><strong>Supervisory responsibility for:</strong> Venue Assistants, Food and Beverage Assistants, Casual and ERS Team Members</td>
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**Other contacts**

**Internal:**
Conference and Hospitality Staff, Commercial Services Staff, Faculty and College Stakeholders

**External:**
Customers, delivery personnel, suppliers

**Major Duties:**

To oversee the day to day operation, set up and maintenance of University retail outlets, serve customers and ensure the effective and customer focused operation

Major Duties:

1. To carry out the appropriate cleaning, stocking and setup of outlet operations for each opening.
2. To ensure deliveries are accepted according to procedures and to make orders for stock as guided by budgetary restrictions.
3. To uphold operational procedures within their team relating to:
   a. Till operations
   b. Open and Closing
   c. Stock security
   d. Stock control & EPOS systems
   e. Merchandising & promotion
   f. Housekeeping
   g. Food and beverage preparation and serving
   h. Event set up
   i. Health and safety & legislative compliance
   j. Customer service
   k. Staff training

Any other appropriate procedure or process as specified by the Assistant Heads of Retail or the Head of Retail (Senior Management Team)

4. To maintain high levels of customer service, projecting a positive image of the venue to customers at all times.

5. To effectively communicate any operational issues to the Senior Management Team
6. To attend meetings as necessary with all departmental management

7. To contribute to the improvement of the venue’s service through constructive feedback to the management regarding customers’ attitudes and perceptions of the venue and services

8. To use sales mix analysis to identify key lines and to work with the Senior Management Team in the implementation of new products and menus

9. To maintain all food safety standards as trained by management and in accordance with the Environmental Health Office

10. To ensure appropriate levels of staffing within the unit, highlighting any overspends or staff shortages with the Assistant Heads of Retail

11. To supervise and assist the Venue Assistants in their day to day operations

12. To undertake any other duties commensurate with the position and grade.