

JOB DESCRIPTION

Position Title: Operations Manager

Position Supervisor Title: General Manager

Direct Subordinates: Area Managers and Branch Managers

Acts as a substitute to: Area manager and Branch Manager

Purpose of position

To facilitate the provision of a full franchise support system inclusive of retail services, operational support, training, locality marketing and business consulting to the network of company owned restaurants across Botswana. To facilitate, train, mentor, upskill and lead a team of Area Managers to provide effective and professional world class operational support and guidance to support the company store team compliments across the network.

KEY TASKS AND RESPONSIBILITIES

Operations

- Overseeing the operations of all company owned Quick Service Restaurants (QSR) with the respective management and teams as direct reports.
- Serve as the conduit between MSO, the local food services supply chain and the Company QSR network.
- Ensure full compliance with approved current operating standards, laws, health & safety and other statutory regulations across the network.
- Audit & revision of current approved brand Standard Operating Procedures.
- Implementation of all/any MSO project related initiatives
- The effective timeous rollout and implementation of all operations campaigns and special projects.
- Provide a full franchise system service to QSR company owned sites inclusive of:
 - Operations
 - Stock
 - Training
 - Locality Marketing
 - Business Consulting

People Management

- Be a role model for leadership and mentorship of all Company QSR operations team
- Ensuring suitable training and recruitment of key personnel positions.
- Management and development of all store management and teams within the Company QSR network.
- Management and development of all Area Managers to ensure the world class servicing of the company owned network sites via the application of the group's Performance Management tools and principles.
- The effective implementation and use of approved quarterly score-card performance measurement tools of all direct reports.
- Effectively manage all incentive programs.

Training

- Actively ensure all new recruits are fully trained within 3 months of commencing employment.

- Maintain an average 90% training status for all team within the Company network, as per the training audit process.
- Identifying training needs and coordinating activities with the training department to achieve business targets.

HR & IR

- Assisting with ad-hoc IR and HR related issues.

Business Plan

- Development and management of an annual business plan and budget for the company QSR network.

Marketing

- Work closely with the Brand marketing department.
- Ensure menu and promotion launches are effectively and timeously launched.
- Assist with costing of promotions and menus.
- Assist with ensuring all marketing plans are effectively and timeously implemented across the Company QSR network.

Revamp

- Manage the entire revamp process / program from inception to completion for all existing Company QSR network sites as per the agreed revamp timelines.
- During the revamp process
 - Implement, manage and adhere to the approved CPA system guidelines
 - Manage and supervise the maintenance, supplies, renovations and furnishings.

New Stores

- Manage the operational process as per the current new business and development schedules.
- During new store set up, you will be required to
 - Implement, manage and adhere to the approved CPA system guidelines
 - Spend time on site to monitor build timelines
 - Ensure team training is coordinated and fully completed for all team before store opening

Supple Chain

- Assist with managing the supply chain relationship as well as monitoring and assessing potential risk in products and services.

Cost Management

- Monthly monitoring of all input costs and operational expenditure.
- Conduct monthly and annual financial reviews for all Company QSR sites with FD, GM, AM & respective QSR store BM

Legal

- Manage the commercial schedule requirements in conjunction with the commercial administrator.
- Managing trading license applications and renewals

KEY RESULT AREAS

- Achieve and maintain the required Brand operational standards across the entire Company QSR network.
- Ensure the Company QSR fleet is managed and running at full capacity at all times.
- Ensure suitable staffing at all sites as per the company QSR head count report.
- Effective management of all operational costs to within prescribed budgets.
- Achievement of approved monthly and annual budgeted sales and profitability targets.
- Ensure a 90% training status of all Company QSR teams at all times / TEA audits.
- Achievement of scorecard KPI's

PERSON SPECIFICATIONS

Education and Experience

- Experience in strategic planning and execution.
- Knowledge of contracting, negotiating, and change management.
- Skill in examining and re-engineering operations and procedures.
- Experience in formulating policy, developing and implementing new strategies and procedures.
- Ability to develop financial plans and manage resources.
- Ability to analyse and interpret financial data.
- Knowledge of public relations principles and practices.
- Knowledge of communication and public relation techniques.
- Ability to develop and deliver presentations.
- Computer literacy, MS Word, excel, power point, email and internet.
- Work requires professional written and verbal communication and interpersonal skills.
- Ability to communicate and interact with all levels of the community.
- Ability to motivate teams and simultaneously manage several projects. This is normally acquired through a combination of the completion of a Masters Degree in Business Administration, Finance or Accounting and five years of experience in a leadership role for a large division or company.
- Experience with a Franchise Restaurant group and relevant brand training certification is highly preferential
- Self-motivated and able to work with minimal supervision
- Valid drivers' license, passport & necessary work permits if required
- Work requires willingness to work a flexible schedule and travel.
- At least 5 years franchising management experience within the food services environment.
- Highly presentable.
- Above average operational skills and HR/IR knowledge
- Traceable references
- Valid drivers' license and passport essential

Skills

- Excellent interpersonal & presentation skills.
- Fluent in English.
- Ability to effectively communicate at all levels
- Strategic & proactive thinking

- Financial Acumen
- Computer literate
- Multi-task orientated
- Deadline driven
- Strong analytical skills
- Ability to work well under pressure
- Developing and empowering others