



OTTOB AUTHENTIC

Let's Talk... we're looking for:

Operations Manager (QSR) KZN & Gauteng

ROLE/OVERVIEW:

The Ops Manager is responsible for the optimal performance of restaurants. This includes overall accountability for Financial; Customer, Sales and People target as outlined in the balance scorecard. Drive the overall accountability through effective talent management and people capability strategies

KEY RESPONSIBILITIES:

- ⑧ Deliver Market Plan and Budget designed to meet company's Annual Operating Plan targets. Specifically recommend sales and growth targets by Area and Unit. Manage approved Plan and Budget.
- ⑧ Develop and implement action plans to ensure continued progress in all elements of People Development, CMS, ROCC, Restaurant Excellence and Sales & Profit Growth, as well as Innovation and Continuous Improvement.
- ⑧ Evaluate performance of designated Field Management and Restaurant Management against established Balanced Scorecard targets (people, customer, sales, profit). Oversee implementation of corrective action activities.
- ⑧ Implement company programmes and communicate company strategies and objectives clearly and effectively to field personnel in line with programs developed by Finance, Human Resources, Marketing, Development, etc., Departments
- ⑧ Ensure that company assets, facilities and equipment are managed efficiently, maintained properly and operated cost effectively.
- ⑧ Lead, motivate and oversee designated Training & Development Plans in conjunction with the Human Resources Department in order to achieve objectives, maintain appropriate staffing levels and to provide candidates for succession, progression and growth.
- ⑧ Promote Dynasty Growth Model, Goals and Values and act as a role model for the advancement of HWWT2 , Customer Man and other system

EDUCATION/EXPERIENCE:

- ⑧ BCom Degree In Business related
- ⑧ Minimum 5-7 years' experience in senior Operations Commercial position with accountability for sales, profit and people management essential
- ⑧ Experience with retail, service and/or multi-outlet industry highly regarded
- ⑧ Candidates from Employment Equity designated groups are preferred

Kindly note: If you have not heard from us within 14 working days, your application was unsuccessful

How to Apply: Please submit your resume to: ottob@ottobauthentic.co.za or joe@ottobauthentic.co.za and use the job title and location as the subject