



JOB DESCRIPTION

TITLE: OPERATIONS MANAGER	GRADE:
DEPARTMENT: OPERATIONS	DIVISION: FIRST PIZZA LTD
REPORTS TO: MANAGING DIRECTOR	SUPERVISES: STORE MANAGERS, COMMISSARY
INCUMBENT:	LOCATION: QSH HEAD OFFICE

Position Summary:

The role of **Operations Manager** leads all aspects of the daily operations of the Domino's franchise Franchise across all locations and channels. The ideal candidate will have a strong background in restaurant management, financial acumen, and team leadership. This role is responsible for maintaining high operational standards, optimizing food costs, maintaining a fleet and ensuring profitability while delivering an exceptional and consistent customer experience.

Key Responsibilities:

Financial Performance & Cost Control

- Prepares budgets and manages the Profit & Loss (P&L) for the assigned brand and implement strategies to maximize revenue and control expenses.
- Monitor and manage food costs, ensuring proper portion control, inventory management, and waste reduction.
- Oversees stock counts and analyses variances
- Analyze sales trends, labour costs, and operating expenses to improve efficiency and profitability.
- Drive revenue generation through upselling, promotions, and local marketing initiatives.
- Monitors market trends and competitor activity to ensure appropriate competitive strategies are implemented.
- Participates in pricing reviews as needed

Operations & Maintenance

- Ensure all restaurant operations align with franchise standards, as well as health & safety regulations.
- Maintain high standards for food quality, cleanliness, and customer service.
- Manage equipment maintenance and coordinate repairs to ensure seamless operations.
- Develop and refine operational policies and procedures to improve efficiency, streamline processes and enhance service delivery.
- Establish relationships with various vendors and negotiate pricing and terms as required.

- Perform routine audits and reviews of operations to identify areas for improvement and implement best practices to optimise restaurant performance.
- Undertakes fleet management and optimises maintenance activities

Team Leadership & Management

- Lead, coach, and motivate a team of Store Managers, supervisors and crew members to achieve performance goals.
- Oversee staff scheduling, training, and performance evaluations to maintain a high-performing team.
- Collaborates with HR to develop training materials and deliver training as required
- Foster a positive work culture that encourages teamwork, accountability, and professional growth.

Customer Experience & Brand Standards

- Ensure customer satisfaction by maintaining high service standards and addressing customer feedback proactively.
- Uphold brand identity and ensure adherence to company policies, menu execution, and service procedures.
- Implement quality control measures to maintain consistency in food preparation and presentation.

Key Performance Indicators (KPIs):

- Food Cost Control: Maintain food cost percentage within company targets.
- P&L Responsibility: Achieve financial performance benchmarks, including revenue growth and profitability.
- Revenue Generation: Increase sales through promotions, upselling, and customer engagement.
- Operational Efficiency: Ensure optimal labour scheduling, reduce waste, and maintain budgeted costs.
- Team Performance: Employee retention, training effectiveness, and staff engagement levels.

Qualifications & Requirements:

- Experience: Minimum 7-10 years progressive management experience with at least 3 in the restaurant or quick service industry.
- Education: Degree or diploma in Hospitality Management, Business Administration, or a related field is preferred.
- Strong knowledge of financial management, inventory control, procurement, logistics and supply chain management and food cost optimization.
- Experience in policy development and business process improvement is a plus.
- Excellent leadership, communication and interpersonal skills with the ability to engage and motivate employees at all levels.
- Strong problem-solving, project management and organisation skills and high level of resourcefulness
- Ability to work in a fast-paced environment, manage multiple priorities, and make data-driven decisions.
- Ability to analyze data and metrics to drive decisions and improvements.

Working Conditions

- Full-time position with a requirement for flexibility
 - On-Call availability due to restaurant operating hours, including evenings, weekends and holidays.
 - Highly mobile role requiring frequent visits to multiple restaurant locations
 - Periodic Regional and International travel may be required for training conferences or business needs.
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Job Description Review and Acceptance:

I understand this job description and its requirements; I understand that this is not an exclusive list of the job functions and that I am expected to complete all duties as assigned; I understand the job functions may be altered by management without notice. I understand that I may be required to work evenings, and weekends.

Version No.:	1.0	Approved by (Managing Director)	Date:
Reviewed by (HR Personnel)	Approved by (Manager, HR)	Date:
Incumbent's Name [Block letters]:		Employee Signature		Date:
Date Issued:			