



Title of Job CHIEF OPERATING OFFICER

LOCATION: TBD **Posted:** Jan '08

SUMMARY: To take an established underperforming business, re-energize the brand, give direction and engage the team to drive business improvements in sales and profit through the people and the quality.

To ensure business continuity and improvement through programs of change.

- To support the CEO in the development and realisation of overall company objectives.
- To successfully communicate and implement agreed strategy and objectives.
- To take responsibility for the company's day-to-day operating activities prioritising activity and allocating resources to meet business needs.
- To grow sales and control costs to deliver agreed budget

RESPONSIBILITIES:

- To contribute to the evaluation and development of operational strategy and performance with the executive team.
- To communicate and implement agreed strategy.
- To direct company operations, planning and managing resources to meet agreed business goals.
- To ensure appropriate systems are in place for monitoring performance against expectation.
- To recognize underperformance and close the gap
- To identify and cease business opportunities driving top line sales.
- To control expenditure improving profitability.
- To deliver budgeted sales and profit, managing and controlling departmental expenditure.
- To ensure that the restaurants and employees comply with all applicable legal, company and brand requirements.
- To liaise with other functional / departmental managers to understand and coordinate all aspects of operational needs and development.
- To complete talent audits and man power planning with CPO.
- To conduct recruitment and selection programmes in line with company policy.
- To build and lead an effective and cohesive operations team with effective succession planning.
- To manage and develop direct reporting staff and promote a culture of internal progression.
- To ensure that a system is in place for effective communication at all levels.

REQUIREMENTS:

- Committed to the company vision, mission and values.
- Accomplished leadership of operations function and team in similar size and type of business.
- Ability to assess issues and identify opportunities.
- Understanding of market, customer base and trends.
- Commercial and financial understanding, accomplished at turning around underperforming businesses.
- Clear confident communicator, providing strong direction, tough but supportive.
- Developed interpersonal skills a team builder.
- Effective planning, execution and review.
- Instrumental in initiating, communicating, delivering and evaluating programmes of change
- Proven project management success.
- Effective decision maker and problem solver.
- Developed through operations in the restaurant / catering industry.
- Awareness of management styles and hr guidelines.
- Track record of brand and standards implementation.
- Accomplished business development skills.
- Goal orientated, able to achieve results through a team.
- Self motivator drives and inspires others.
- Track record of building and developing a team.
- Strong relationship building skills.
- Previous experience as COO/ Operations Director.
- Start up company or acquisition and disposal exposure.
- Strategic / Board involvement

SALARY: Commensurate w/ Experience

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