



**CMK Bakery Ltd**  
**Job Specification and Description**

**POSITION TITLE** : **Operations Administrator**

**DEPARTMENT** : Administrative

**LOCATION** : Travel Officer

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**CORE FUNCTION**

Responsible for overseeing all aspects of the daily operations of the restaurants and ensures that each operation runs smoothly and aligns with the organisation's core objectives in order to maximise long-term profitability.

**KEY RESPONSIBILITIES:**

Responsibilities include but are not limited to the following:

- **Process Optimization** – Work with managers and team leaders at each restaurant to monitor business processes to ensure that each unit operates within standard operating procedures; consistently monitor operating procedures to identify breaches of internal controls, areas for improvement and recommend strategies to make the operations as efficient as possible.
- **Quality control** – Assist in ensuring that the company's products and services meet quality standards; consistently review the mystery shopper report and work with managers and team leaders to continuously improve the performance of each restaurant;
- **Customer focus** - interact with customers to obtain feedback regarding product satisfaction & ideas for new product offerings; Monitor customer service experiences to ensure that the levels of service aligns with the company's service standards.
- **Inventory Management** – provide oversight of the inventory management process, including the purchasing process, to ensure that each restaurant operates in compliance with the company's purchasing and inventory management procedures; report on compliance breaches and make recommendations for improvements in control procedures and systems that will ensure the company's inventory remains in good standing.
- **Supporting HR initiatives** - Works with the HR Manager to ensure people management issues are satisfactorily resolved and relevant HR policies and procedures are adhered to; Assist the HR manager to determine staffing

requirement, training needs and provide ideas that will improve the hiring process; Work closely with HR to implement measures that will boost staff morale, improve staff retention and engagement and drive productivity.

- **Health and safety standards** - Ensures that the retail operation complies to all policies and procedures relating to Security, Health and Safety; influences any changes necessary to meet statutory requirements, ensuring minimum risk to staff members and the business.
- **Cost management initiatives** - Takes a lead role in building a strong cost management culture that eliminates wastefulness, control operational costs and facilitate a culture of continuous improvement to drive profitability.
- **Equipment maintenance** – arranges regular maintenance/repairs of the store equipment and ensures that equipment is in good working order at all times.
- **Competitive edge** – Generate ideas about future product offerings and maintain up to date knowledge of the market place, competition and product pricing.
- **Financial focus** – Works closely with the retail operations team to implement strategies that will achieve growth and profitability targets; Play an integral role in the implementation and monitoring of incentive programs designed to drive productivity levels and cost efficiencies that translates revenue into profit.
- **Reporting** - regularly produces and presents a range of financial/non-financial reports for the Directors as required; monitors all end of day reporting requirements for compliance.

## **EDUCATIONAL REQUIREMENTS**

- B Sc. Degree in Business Administration.
- A current Food Handler's Permit
- Strong computer skills and ability to work effectively with Microsoft Office Suite.
- Excellent analytical skills
- Strong interpersonal skills and extremely resourceful and organized.
- Experience in Inventory and Procurement.

## **REQUIRED SKILLS/PHYSICAL REQUIREMENT(S)**

- Business experience including relevant multi-site experience gained within the

retail/fast food sector.

- Experienced in managing relationships at a senior level and managing a diverse (in terms of skill set and experience) team of people.
  - Must be able to demonstrate the ability to contribute and successfully deliver against a business strategy.
  - Must possess a track record of increasing and sustaining sales growth and profitability even in challenging market conditions.
  - Experience in site evaluation.
  - Must demonstrate a proven ability to motivate, coach and develop people.
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- Key Skills Sought:
    - Excellent communication skills – verbal, written to include report writing and group presentations
    - Influencing and negotiation skills
    - Well-developed interpersonal skills
    - Commercially sound with a good understanding of profit and loss accounting and the influence of operating factors e.g. volume v price
    - Excellent organisation skills, able to prioritise
    - A collaborative team player – concerned with the team success as well as individual performance
    - Visible Leadership skills – can motivate others to achieve
    - Solution orientated, decisive by nature.
    - Self-starter – high energy level
    - Positive and Enthusiastic
    - Resourceful
    - Strong professionally – high level of integrity
    - Good Listener – will challenge constructively and respond well to feedback.
      - Mobility – the job entails frequent and extensive travel.
      - Working knowledge of Retail, H.R and Health and Safety legislation.
    - Must be able to use MS Office applications – Word, Outlook, and Excel to a competent standard

## **HYGIENE AND DEPARTMENT**

- Proper attire conforming with company policy.
- Ensure that nails are kept relatively short and clean.
- Good personal hygiene must be exhibited at all times.
- Full shoes are to be worn – No slippers.

## PERFORMANCE CRITERIA

This job is satisfactorily performed when:

- Business processes at the restaurant aligns with the established standard operating procedures.
- The company's products and service levels meet quality standards.
- Health and safety measures are implemented at each store and are aligned with industry standards.
- When at least 80% of all locations achieve above 90 score in the mystery shopper evaluation.
- Inventory reports are monitored and stock variances identified are investigated and reported to management.
- Regular inventory audits are conducted to identify discrepancies in stock counts
  - Reporting of irregularities observed and proposed actions to be taken to recover or reduce potential losses due to pilferage and fraudulent activities.
  - Unusual spoilage/wastage levels are investigated and measures are proposed that will effectively reduce such occurrence.
  - Be actively engaged in the implementation of new process improvements to improve user acceptance and compliance.
  - Adequate training is provided for team leaders and stock custodian to improve the accuracy and completeness of stock counts.
  - Surprise inventory counts are conducted periodically or as required to ascertain the accuracy of the inventory count conducted at the store level.
  - Report on the quality, physical state and overstocking of inventory items.
  - Inventory checklists are monitored and reviewed to ensure compliance.
- Restaurants are equipped with the right number of employees and equipment is all in working condition; Schedule of preventative maintenance & repairs for all store equipment is maintained for reference.

- Employees are adequately trained and motivated to perform at their highest level; measures are implemented to track employee engagement, retention and development.
- The purchasing process is aligned with the SOP and purchase orders are prepared for all purchase.
- Works with managers to ensure that prices of goods are aligned with JBL or better for the same quality products.
- Restaurants are operating in compliance with all CMK Bakery Limited policies and procedures along with legislations and regulations.
- Works closely with the managers and team leaders to encourage staff to actively work towards accomplishing the goals of the incentive program.
- Plays an integral role in the staff appraisal process and provides feedback regarding staff performance, work expectations, training needs and job fit assessments.
- A high level of initiative, flexibility and dependability are displayed at all times.
- The job is performed with professionalism and integrity and work is of the highest quality.

## **REPORTING AND ORGANIZATIONAL RELATIONSHIPS**

Reports to : Head of Operations  
 Liaise internally : All relevant Departments  
 Liaise externally : Franchise Branches.

I acknowledge that I have read the Job Description set out herein, understood its terms, and I agree with the terms and conditions outlined herein. I accept that this Job Description forms part of my contract of employment and that together with my Performance Management Schedule, I hereby commit to perform the duties set out herein.

Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

