

## Franchise Operations Manager – United Kingdom (aka 'Franchisee Area Manager')

We're building the food delivery franchise of the future! We're on a mission to improve the quality of food delivery and, more importantly, to make it profitable for our restaurant partners. We operate a simple model:

- Create data-driven delivery brands, based on menus provided by our partners e.g. UberEats, Unilever, etc;
- Design end-to-end processes - from recipes to packing guides, to supply chain - so that they're simple to operate;
- Work with restaurants to find the right mix of brands for them, so their kitchen is busy and profitable.

In short, we work with incredible chefs to run tasty menus, then optimise the cooking process to support our local franchisees. Nobody's growing as fast as us in the UK; we've grown to 90+ listings since June 2020, and we're looking for a **Franchise Operations Manager** in the North West / Yorkshire region to join us on our journey.

### Your job:

- **Build positive partner relationships:** you're the face of the business and the human touch. You build respectful relationships so that you can execute our performance frameworks.
- **Police our 'brand protection' framework:** partners need to maintain a fully compliant and safe business, from FSA to food complaints, you ensure they meet the bar.
- **Enforce our 'brand compliance' framework:** we believe that if partners meet the standards that we set they'll be successful. You're the one that holds them to this.
- **Manage our 'brand growth' framework:** once partners are behaving in the right way we'll layer marketing, sales, and promotional support on them. This is your gift to deploy.
- **Expand partners' engagement with PB:** we want partners to increase the number of brands they run from each site, and the number of sites they manage and you push this with them.

### About you:

Overall, we're looking for someone that can roll-up-their sleeves today, and can lead a team in the future. We'll need you to apply calm, structured process for us, and to be accountable for and own our restaurant portfolio.

- You've got proven experience running a **multi-site hospitality portfolio**.
- You can demonstrate **experience implementing structured restaurant processes**.
- **Big chain QSR experience** is a bonus.
- You're excellent at **managing your time** and able to **juggle multiple accounts** whilst providing great service.
- You enjoy **managing and developing people** and have some experience to back this up.
- You're **flexible** with your schedule.
- You're excited to work in a **high growth, fast-paced** startup environment.

To apply for this role, please email [careers@peckwaterbrands.com](mailto:careers@peckwaterbrands.com) with your CV. Deadline for applications 30th July, but will close early if the right candidate is found.

To see our Company Values look here: [PWB\\_Company\\_Values](#)