

Internal/External advertisement

Operations Manager

Key performance Areas:

Finance

- **Objective:** Oversee compliance to operational standards through budgeting & financial management for improved efficiencies.

Internal Business Processes

- **Objective:** Delivers and facilitates for continuous improvement in areas of performance & compliance (e.g. Escudo, Q-Pro audits) leading to improved overall business performance.

Customer Focus

- **Objective:** Responsible for entrenching a customer –centric culture in the business through customer engagement and feedback via platforms like Talk to Nando's; provide customer after-care services.

Learning & Innovation

- **Objective:** Drives and creates a service culture within and across teams through learning and development initiatives. Develop leadership capabilities among team.

JOB DESCRIPTION

Finance

- Monitors Casa monthly GP counts and identifies areas of improvement.

- Ensures accountability and transparency on casa liquidity items namely: petty cash, cash floats by having Policies & Procedures in place and ensuring compliance.
- Raises and resolves queries and issues relating to product procurement and suppliers, liaising with the Accounts & Finance department as required.
- Works with the HR to establish impact and mitigation plans for potential disruptions to ensure business continuity in these instances.
- Works with Patraos to implement planned maintenance activities and also to ensure adherence to equipment maintenance strategies.

Internal Business Processes

- Monitors compliance to Nando's brand and operational standards, operating requirements.
- Sources and manages business suppliers in support of business objectives.
- Works with casa management to proactively adhere to Escudo, Qpro, SOPs, talk to Nando's standards and requirements.
- Follow up with casa management on closure of identified non-conformances, breaches and operational directives.
- Monitors and resolves escalations from casa management regarding compliance to the relevant Health and Safety and additional relevant legislation (in conjunction with HR).
- Risk Management- develop, monitor, & update a risk register for all casas and come up with possible mitigations to minimise/ manage the risks identified.

Customer Focus

- Manages casa activity and promote customer focus through the use of reporting tools like talk to Nando's, Customer Counts, Ticket Averages etc.
- Reviews customer feedback to resolve and implement corrective actions and to reward and recognize Nandocas for compliments. Learning & Innovation
- Create a culture of excellence through staff development initiatives like constant coaching and on- the- job training.
- Initiates (together with HR) L & D activities and plans aligning with the Nando's values to build strong teams.

QUALIFICATION

- Post Graduate qualification in Hotel/Restaurant catering & Management, Business Administration or similar field
- Certification from a culinary school is an added advantage

EXPERIENCE

- 3 years' restaurant management experience

KNOWLEDGE AND SKILLS

- Ability to work with people
- Attention to detail
- Knowledge of restaurant operations including people, product and customer processes
- Communication skills
- Ability to work with minimal supervision

COMPETENCIES REQUIRED

- Proven experience as a Shift Manager or relevant role in a restaurant
- Good knowledge of restaurant operations
- Basic knowledge of bookkeeping procedures
- A customer service approach with the ability to manage complaints with professionalism
- Ability to perform monitoring reviews; to give guidance and advise on compliance issues
- Must be pro-active and alert to identify potential breaches

All applications should be sent to this email: jbhrecruitment@swazi.net.

Closing date: **30 October 2026**