

JOB DESCRIPTION

Position: Operations Innovation Manager (level 8)

Title of supervisor: Operations Design Manager

PURPOSE:

The purpose of this position is to establish world-class standards in YUM! Restaurants which will step change restaurant operations through technology and innovation. The Ops Innovation Manager will take a leadership role in evaluating and reviewing the current status of equipment, systems and process within KFC Africa restaurants, and will need to create and implement new concepts (immediate and long-term) for technological and other operational improvements.

He/she will provide operational, equipment and other technology-related support to New Product Development, Supply Chain Management and Technical projects, while assisting from an operational perspective with the development, testing and approval of such equipment and/or technologies.

SCOPE OF POSITION:

The successful candidate will work with a large number of outlets through-out Africa (800+) as well as approximately six local and nine international equipment suppliers. Equipment spend is approximately R200 million per year.

JOB FUNCTIONS:

- Lead operations design and innovation of:
 - New back-of-house operations systems (Fusion, etc.)
 - Enabling technology (QPM, Vindaloo, Mobile ordering, etc.)
 - New drive-thru technology
- Manage operational elements of IT and point of sale service providers as well as operations reporting (Micros, GAAP, Aloha and Synchrony).
- Review and approve plans of all new and remodeled restaurant back-of-house (kitchen) layouts.
- Develop and implement equipment design and value engineering processes (including testing protocols) in support of the Operations Design strategy.
- Evaluate and improve established systems by applying technical knowledge and testing quality standards.
- Support New Product Development pipeline projects that require input on equipment.
- Develop CSL's (operations procedures) for all equipment, technology and processes of innovation projects.
- Evaluation/approval of controlled equipment from operational perspectives.
- Manage roll-out of new and modified equipment, including documentation for procedures and training, together with other departments.
- Recommend supplier approval, corrective action and termination, in conjunction with Supply Chain Management Department.
- Own and maintain the capacity model tool.
- Research advances of best practice in equipment technology of YRI for local market advantage.
- Work with YRI global engineering on equipment initiatives and on resolution of specific equipment issues.
- Engage with personnel both inside and outside YRI on a diverse range of technical, production, field service and operational subjects (academic and practical).
- Perform time and motion studies as required
- Undertake other special project work and financial analysis as required.

PEOPLE LEADERSHIP:

No direct reports, but a lead role to ensure equipment innovation is effectively realised.

WORKING RELATIONSHIPS:

YRI Africa Departments: Operations/Restaurant Excellence, FIT, SCM, Development & Marketing. YRI Engineering Team and Strategic Equipment Sourcing Manager. Franchisees, equipment suppliers, IT service providers and consultants.

KNOWLEDGE AND SKILL REQUIRED:

Education:

- Tertiary qualification in Engineering or other relevant technical discipline.
- Post graduate qualification preferred

General Knowledge:

- Computer literacy – MS Excel, Word, PowerPoint, Outlook and Projects

- Learning zone and web applications
- English proficiency

Experience and skills:

- Minimum of 5 years in Operations. Food industry experience preferred.
- Experience in design and manufacturing of equipment or maintenance of equipment and facilities, or relevant hands-on experience with equipment in a Quick Serve Restaurant or catering environment.
- Knowledge of equipment manufacture, quality and auditing programmes.
- Multi-unit food service experience and exposure to restaurants, operations and equipment preferred.
- Clear understanding of the principles of back-of-house design, systems, processes and technologies. Aptitude for operations.
- Ability to work autonomously, to self-manage, meet deadlines and to work at a senior level.
- Ability to prioritise own work in line with business objectives.
- Ability to influence others and work cross-functionally.
- Ability to build and maintain strong working relationships with all partners.
- High communication skills across multi-level stakeholders, both oral and written.
- Proven ability to interact at senior levels whilst being willing and able to get hands dirty at the restaurant level.
- Results orientated, structured and methodical person who pays attention to detail.
- Ability to manage projects to a timely conclusion and to prepare concise reports outlining action recommendations and full justification.
- Lean manufacturing / World-class Manufacturing exposure/knowledge.

APPLICATION PROCESS:

Interested candidates can submit their CV to or contact Marike Hoffman at 011 790 9117 or marike.hoffmann@yum.com