



TITLE OF JOB: President (Confidential)

LOCATION: West Coast

SUMMARY:

The President will serve as a key member of the executive leadership team for a multi-brand, QSR restaurant group. This individual will oversee all aspects of day-to-day restaurant operations, ensuring operational excellence, consistent execution, and a best-in-class guest experience across all locations. The President will play a central role in driving growth through new restaurant openings, strengthening training and people development programs, fostering collaboration across functional leaders, and leveraging data and metrics to deliver measurable performance results.

This is a hands-on, results-driven role requiring a strategic leader who can scale operations, build strong teams, and implement systems and processes that position the organization for continued success and expansion.

RESPONSIBILITIES:

Operations

- Execute a customer centric strategy, considering the evolving market conditions and the strategic direction of the company.
- Lead the Operations teams to reach business objectives and foster a positive and collaborative work environment.
- Work with the functional department heads to monitor all aspects of business performance, especially Health & Safety compliance and continuous improvement, Food Safety, customer satisfaction, system and processes compliance, legislative compliance (including health and safety, food safety, financial, statutory reporting, advertising standards, employment legislation and immigration, et al), expenditure P&Ls, productivity improvements, G&A expenditure, product and service innovation and competitor activity, to ensure the optimum results.
- Execute company's strategic plans to enable the division to maximize sales and profits and promote optimum growth through excellence in operational execution across all stores.
- Ensure Operations meet Brand Standards, Health and Safety standards, Food Safety standards, and meet people management and performance metrics. Ensure that Operations execute promotional campaigns, as well as focusing on cost control to ensure optimum return on investments.
- Alongside Operations, evaluates the weekly/ monthly operational metrics of each brand within the division providing leadership, guidance and support to execute operational excellence.
- Maintain and foster positive relations with key stakeholders within the franchise community, industry, competitors and actively participate at relevant Associations and Chambers within the QSR industry.
- Build and maintain excellent relationships with existing customers, employees, supply partners, unions, local councils and community groups, and franchisors as well as identifying and fostering new relationships and opportunities to ensure the continued growth of the business.

People Management

- Ensures team is aligned to strategy, fully engaged and consistently performs to a high standard.
- Enacts all company people management frameworks for team, e.g. Company Values, Recruitment, Onboarding, Training & Development, Employee Engagement, Succession Planning and Talent Development, Performance Management and Compensation, etc.
- Coaches direct reports re management of their team(s).



- Ensures all direct reports understand company's values, policies & procedures, adhering to the principles at all times.

Shared

- Work with other divisional leaders to share best practices and successful strategies.
- Collaborate with local Finance Director to manage the financial performance of the division, including the brands that form part of the division/region.
- Work with IT department to identify emerging technological market trends and how to possibly implement new technologies throughout the division to improve operations.
- Coordinate with the Chief Development Officer to strategically plan the opening of new stores and new potential acquisitions to the global brand.
- Alongside the brand/regional operations directors, evaluate the weekly/ monthly operational metrics of each brand within the division providing leadership, guidance and support to execute operational excellence.

Health and Safety– Self and as Manager of People

- Takes reasonable care for own, and teams, health and safety at work and ensures that own/teams actions/omissions do not cause harm to any other person in the workplace (including, for example, co-workers and customers).
- Participates in creating and maintaining a safe and healthy work environment, particularly by complying with instructions, policies, and procedures, as well as ensuring that your team has knowledge of these and is compliant. Visibly demonstrates appropriate safety leadership behavior.
- Reports any/all work-related injuries, accidents, near misses and hazards or potential hazards (including any faults to equipment), and risks or potential risks to health and safety, via the nominated system/process.

REQUIREMENTS:

- Extensive experience (10+ years) working within the quick-service restaurant industry, as well as experience managing the operations of multiple brands and geographic regions.
- Working experience and understanding of core support functions areas (finance, HR, legal, marketing, etc.).
- Proven experience in a leadership role within the restaurant or hospitality industry.
- Strong understanding of restaurant operations, including food and beverage service, customer service, and financial management.
- Excellent leadership and people management skills.
- Bilingual fluency (Spanish) desirable

FOR POSITION REQUIREMENTS AND SPECIFICATIONS PLEASE CONTACT:

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