

JOB DESCRIPTION – PPFSM 01

Shift Manager

Job Objective

Our client is a recognised and respected name in the Nigerian hospitality industry with a large focus on premium deserts. Due to their rapid growth, an exciting opportunity with this growing business awaits the right candidate. This is a dynamic and friendly environment that will suit an enthusiastic and strategic thinker. To help accelerate growth and transformation, we are seeking to recruit a Shift Manager for our client.

The ideal candidate for the Shift Manager role must have work experience with a foreign owned QSR brand. The individual must be able to direct other employees through their daily routines and interact with customers to make sure that they have a satisfactory experience. The individual must also act as quality control, ensuring customer satisfaction through training employees properly and adhering to company policy.

Job Title:	Shift Manager
Department:	Operations
Reports to:	General Manager

Job Summary

The Shift Manager will perform all functions related to achieving successful shift operations within the organisation. The individual will also mainly assist the General Manager with all aspects of daily operations within the business.

The Shift Manager must be a positive, dynamic and fully energised individual who is able to make sure that business objectives are consistently met. The successful individual must be passionate about customers and always puts customer satisfaction at the heart of decision making. Candidates must possess the ability to act independently and make sound professional decisions in crises situations. Candidate should find it easy to formulate new methods of working to improve existing processes.

Key Roles and Responsibilities

Overseeing Workers

Manage worker productivity when general manager is not around. Provide ongoing feedback and direction as work is performed.

Monitoring Equipment and Supplies

Responsible for checking equipment and maintaining a clean and safe work area, daily. Look over all equipment for safety and proper functioning. If equipment breaks, coordinate with store managers to order repairs.

Other key responsibilities:

- Help to develop the company's service, supervise staff and manage its resources.
- Deal with any queries effectively and professionally.
- Integrate a culture of continuous improvement in all areas of business operations.
- Manage manpower resource effectively to make sure all business objectives are met consistently.
- Maintain a clean and comfortable store environment.
- Follow all operational procedures for cash handling, health and safety, and security to ensure the well-being of self, other staff and customers at all times.
- Manage cost within the shift by controlling overtime and by identifying other unnecessary cost efficiencies.
- Conduct daily staff briefings to give feedback on key work related issues
- Coordinating shift activities

Experience and Qualification

- OND or BSc degree in related degree.
- 3-5 years' experience in a similar role in a foreign owned QSR franchise such as KFC, Nando's, Debonairs, Domino's, etc is an advantage.
- Good written and verbal communications.
- Must possess a positive work ethic, a strong sense of accountability and confidentiality.
- Have the professional competence and confidence to work effectively with senior colleagues.
- Capable of leading a large team of staff in a busy environment.
- Able to work under pressure in a fast paced environment.
- IT savvy and up to speed with the latest in workplace technology.
- Identify the root cause of a problem and then taking using robust measures to resolve any issues.
- Customer Service: A friendly, relaxing demeanour, courteousness and quick service mind-set.
- Stamina
- Teamwork: Being a team player is essential.
- Excellent Leadership Skills

To succeed in this position you should have strong leadership and interpersonal skills, a positive attitude, and a desire to continuously improve the way we deliver value to our customers. Be flexible and able to adapt to new cultures and environment.

Job Dimensions

- As above
- Any other tasks assigned by your Manager