

United Kingdom Jobs Expertini®

Manager Franchise Performance - United Kingdom

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Company: Subway

Location: United Kingdom

Category: other-general

Manager Franchise Performance – United Kingdom Region: United Kingdom - To Be Confirmed Hungry for a fresh, new career? Look no further because one of the world's most iconic brands can help you get there. We are searching for a Manager Franchise Performance to support our UK & Ireland team. If you feel that this is the role for you, and you are successful with your application, be ready to be Bold, empowered, accountable, and ready to have fun in a fast paced and agile working environment. The Manager of Franchise Performance (MFP) is a liaison between Subway and our franchise owners. MFP activities are to protect the integrity of the brand by leading, influencing, coaching, and measuring performance in all areas and initiatives of those franchisees/restaurants that they are assigned. The MFP is responsible for assessing the assigned franchisees/restaurants in their portfolio to determine the level of support provided based upon needs and performance levels. This portfolio management will guide the MFP to provide strategic business direction and alignment in order to influence franchisees in maximizing profitability of their portfolio as well as their readiness for growing their store portfolio. This includes the development of business plans, specific goals, objectives and strategies for sales building, restaurant traffic, cost controls, profit management, development, marketing, and more. The MFP will report to the Head of Franchise Performance in their region. Responsibilities include but are not limited to:

Building Sales & Profits: Consistently evaluate assigned portfolio to determine areas of opportunity. Perform periodic business reviews in effort to celebrate achievements, review areas of opportunity, and discuss future directives. Educate, motivate, and influence

franchisees in a manner that will drive the restaurant operations and profitability. Items including, but not limited to, brand initiative direction, local store marketing guidance, training, operations, P&L review, metric reviews, goal setting, and more. Ensure brand standards and initiatives are being communicated and cascade throughout your assigned portfolio. Encouraging, motivating, and enforcing standards and initiatives consistently throughout all stores. Ability to review, understand and follow up on third party restaurant excellence visits.

Building Relationships: Coach, counsel, influence, and motivate franchisees on a portfolio level basis. Provide guidance to franchisees to grow their business. Develop productive working relationships with franchisees, territory team members and HQ employees. Build relations with franchisees in a multitude of manners depending on performance and needs. Some manners of relationship building include, but is not limited to, in person, virtually, individual meetings, emails, territory meetings, portfolio meetings, training sessions etc. Gains respect from franchisees to be recognized as an asset to the business and leader in the field.

Development: Equipment & Design: Guidance for franchisees throughout the equipment & design process for all new, relocated, and remodeled stores. This equipment and design work includes, but is not limited to directing franchisee to correct point of contacts, working with Head of Franchise Performance (HFP) & development playbook to ensure store layout maximizes commercial opportunities, efficiency & guest experience, visiting store during construction phase, working with development team & HFP to confirm store is ready to open when construction complete, taking and submitting photos to the Development team for final review and follow up as required. **Franchisee Expansion:** Provide information to the HFP regarding existing owners and their ability/inability to expand within the brand. Additionally, for stores changing ownership from one franchisee to another, guidance, and additional training during and after store transition. **Additional:** As with all areas of this position, guidance to correct points of contacts, methods of procedures, etc. is a regular occurrence. Conversations regarding closures, disidentifications, and other leasing/legal issues with HFP.

Self-Development: Applies designated training programs to enhance knowledge and develop new skills. Participates in all scheduled training and informative sessions, including but not limited to, University of Subway, Cascade Training Call, Monthly Business reviews, team calls

and more. Able to travel on an occasional basis to training sessions both inside and outside of territory. Fully understand the purpose and benefits of new programs and decisions to effectively influence franchisees and obtain buy in.

Skills & Abilities:

Leadership Effectiveness: Coaching, influencing, motivating, solid negotiating
Manage tough conversations, assertive, accountable
Strategic thinker, ability to integrate data and think long term
Ability to cascade knowledge to others

Emotional Intelligence: Calm, composed
Empathetic and strong social awareness
Strong listening skills, written and verbal communications
Ability to adapt to different situations and personalities, while maintaining personal and professional integrity
Ability to work autonomously

Desired Characteristics: Can work independently, is disciplined, a self-starter, takes initiative
Strong learning agility, ability to quickly absorb and apply new learning for impact
Demonstrates a competitive spirit
Strong problem-solving skills, ability to solve difficult and complex problems

Desired Knowledge & Skills: Fast paced Food Retail, QSR experience. Franchising knowledge and experience is desirable
Time management, ability to prioritize
Project management, strong organization skills
Change management, readily adapts to ambiguity. Strong communication & influencing skills.

Additional requirements:

Bachelor's Degree in Business, Communications, Business Analysis, Hospitality, or related field preferred.

5+ year multi-site restaurant experience (20+ units) or 3 years large format food retail leadership preferred

Area Management & or Portfolio Management experience with the ability to comprehend P&L statements. Utilizing influencing skills to drive improvement with the franchisees in their portfolio.

Highly commercial with strong business / financial acumen, market awareness

Technical Proficiencies: Software (Microsoft Office Suite programs: Word, Excel, PowerPoint, Outlook)

Must have a valid driver's license and a strong willingness to drive. Employee must have dependable transportation and meet all requirements based upon the vehicle reimbursement policy.

What benefits will I receive?

Pension, medical and life insurance reimbursements

Competitive bonus

Commute to work, and work from home remuneration

Lots of Wellness benefits, perks, and discounts – it's important to us!

Tuition reimbursement scheme

Volunteering time

Other details

Job Family SMO- Field

Pay Type Salary

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