

United Kingdom Jobs Expertini®

Sr. Director, Ops & Development, EMEA

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Company: Wingstop Restaurants Inc.

Location: England

Category: other-general

WHO WE AREWe're not in the wing business. We're in the flavor business. It's been our mission To Serve the World Flavor since we first opened in 1994, and we're just getting started. 1997 saw the opening of our first brand partner operated Wingstop location, and by 2002 we had served the world one billion wings. It's flavor that defines us and has made Wingstop one of the fastest growing brands in the restaurant industry. Above all else – our success is largely due to our people and our core values, or what we call The Wingstop Way, of being entrepreneurial, service-minded, fun and authentic. We believe having a strong people foundation centered on these collective values creates a crave-worthy culture and talented team, as well as ensures our brand is poised for accelerated growth. We all win together. **YOUR IMPACT**The Senior Ops & Development Director will be a key player in the execution of Wingstop's long term vision. The international division of Wingstop is on a mission to grow 10X and EMEA alone will be more than doubling its presence of 60 restaurants over the coming years. Key areas of focus for this role will include: best-in-class new market entry execution, successful restaurant growth in existing markets, optimizing store design for thru-put, 18 months rolling pipeline management, operational excellence, equipment innovation & P&L optimization driving value to our Brand Partners (via franchisee network). You should be focused on increasing profitability whilst growing a visionary brand across multiple European and Middle Eastern markets. A great candidate for this role will not only provide deep operations and broad business support, but also make sure we meet or exceed revenue and development targets. You must be a collaborative and energetic relationship builder with a strategic global mindset as well as a passion for detail and

execution. Your influence over brand partners and internal teams will directly impact the success of the region. You can also expect to provide additional support to and work cross functionally with various teams (marketing, development, training, supply chain, etc.) to ensure operational brand standards are maintained. In essence; you will play a critical role defining and driving the business and brand expansion of Wingstop across the EMEA region.

WHAT YOU'LL DO Partner Managing Director to develop and implement plans to grow market share and increase revenues and profitability in a sustainable manner. Maximize your impact and take accountability for your part in delivering 10X growth. Alongside Managing Director ensure 2024 business plan is delivered with a special emphasis on Net New Unit pipeline delivery. Support the strategy to achieve Operational Excellence through close monitoring of performance against QSC audits, Guest Experience, and WingYOU training utilization. Thrive on problem solving. Leverage your deep experience and strong influence to identify root causes and deliver creative solutions for brand partners and WRI. Engage the Brand Partner, Real Estate and Construction teams to ensure your region achieves target restaurant openings. Additional key responsibilities include: Develop, inspire & elevate the entire team by becoming a cultural role model. Provide enriching stretch development opportunities for Senior Operations Manager and Real Estate Manager in particular, allowing the business to exceed its goals and each individual to grow exponentially. Develop, lead, and provide expertise to the full network of restaurants in the areas of operations, compliance, brand management, training, sourcing, real estate development, and franchising. Work with other parts of the business / stakeholders to deliver concept design, new product development, and culinary and business insights. Provide comprehensive insight into market and industry trends, competitive intelligence, and regulatory details. Support Managing Director and Global Business Director to maximize the funnel for potential new brand partners and showcasing the brand opportunity. Lead hugely impactful and successful New Market Openings with a minimum of 2 countries opening per year across the region. Build, define, and implement best practices to provide brand consistency, while creating synergies throughout our restaurants in the different regions. Lead ops innovation initiatives alongside the Senior Ops Manager. Launch, evaluate and roll out a global innovation program to improve Speed, Quality and Consistency across the business. Create an overall business strategy of simplicity from complexity; remove blocks and barriers from the organization. Oversee the development (and constant evolution) of standards and tools that are executed in the region. Set appropriate metrics and measure and communicate results. Manage a wide range

of regional issues with our Brand Partners identifying the root causes and finding creative solutions. Be the sounding board for Managing Director and stakeholders within the organization to arrive at a holistic view of business opportunities and solutions. Become the Number 2. to the Managing Director and work towards becoming successor to this role. Relational responsibilities include: Prepare quarterly regional business reviews, highlighting strengths and opportunities of restaurants and franchisees. Build and develop organizational teams that support company growth and culture. WHO YOU ARE HUMBLE: You feel there is always opportunity to further your personal and professional growth. You love working and learning from others and are open minded to all views. HUNGRY: You have a fire in you to keep pursuing excellence, particularly in a fast-paced, dynamic environment. You have at least 10 years deep operational experience across fast growing international food and beverages with proven capability in development, pipeline management and New Restaurants openings. SMART: You have a high degree of emotional intelligence and a thirst for knowledge. You have the aptitude to work both independently and collaboratively, the talent to apply sound, strategic thinking and analysis to address a variety of business circumstances, and the capability to produce high-quality, detail-oriented work within a fast-paced environment. SERVICE-MINDED: You consider others at every turn by exercising your responsibilities in an energetic, proactive and organized way. You are able to engage with a raft of different cultures and personalities across multiple businesses. ENTREPRENEURIAL: You work with an owner's mentality when collaborating cross-functionally as you manage multiple concurrent projects from inception through execution. A DAY IN THE LIFE So, what does 'all in a day's work' look like to a Wing Expert in this role? Your day could shape up somewhat like this: Frequent use of a computer and other technology essential to the successful completion of your everyday role responsibilities, often in a seated position. Frequent use of mental energy while gathering, documenting, analyzing, and communicating information with cross-functional colleagues, vendors, and extended Wingstop team. Coaching direct reports and providing mentorship to help ensure they excel and deliver optimum performance for the business. Routine need to shift priorities among simultaneous projects. Multi-tasking capability to drive projects whilst supporting Brand Partners, visiting international markets and liaising with the GSC (Global Support Centre) in Dallas. High level of international travel predominantly across European and Middle East countries. Wingstop provides equal opportunities for everyone that works for us and everyone that applies to join our team, without regard to sex or gender, gender identity, gender expression, age, race,

religious creed, color, national origin, ancestry, pregnancy, physical or mental disability, medical condition, genetic information, marital status, sexual orientation, any service, past, present, or future, in the uniformed services of the United States (military or veteran status), or any other consideration protected by federal, state, or local law.

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