|  |  |
| --- | --- |
| **Role Title:** | Operations Evaluation Coach |
| **Location:** | Field Based |
| **Reports to Role:** | Operations Evaluation Manager |
| **Direct Reports:** | None |
| **Grade:** | F |
| **Notice Period:** | 4 Week |
| **Version Number and date:** |  |

|  |
| --- |
| **ROLE PURPOSE** |
| Ensure stores are maintaining a high level of brand standards. Identify any potential performance risks and coach Franchisee’s; Store Managers and team members in areas of improvement. |

|  |
| --- |
| **MAIN AREAS OF RESPONSIBILITY** |
| * Improve Franchise and Store performance through evaluation and coaching
* Evaluate Store systems, operations and processes to ensure compliance against DPG Standards and Procedures, identify operational gaps and make recommendations on areas of improvement
* Assess training needs of Franchisees teams and offer immediate support following the evaluation visit when needed. Identify common areas of opportunity
* Facilitate educational programs on operations evaluation and improvement
* Partner with Area Managers/Franchisees/Manager and Trainers to develop additional targeted training that will improve operations in assigned area
* Educate Franchisees teams on current and revised standards in a proactive manner
* Perform calibration visits as and when required
* Provide operational and training support to existing, new stores, stores which change ownership and identified stores when needed
* Contribute to and own ad-hoc projects, support the delivery of key business initiatives, gather and provide data and insights upon request
* Develop and facilitate workshops, field training and product roll-outs as required
* Comply with all legal and Company policies and procedures regarding health and safety to ensure you work in a manner that keeps you and your colleagues safe
* Comply with all applicable UK and Ireland Data Protection and ePrivacy legislation and report non-compliances where identified to the Data Protection team
* Responsible for actively participating in Domino’s performance development process to ensure knowledge and skills remain current and relevant for role.

The main areas of responsibility are not intended to be exhaustive, but gives a general indication of the role. It is the nature of the Company that tasks and responsibilities are in many circumstances, unpredictable and varied. All colleagues are therefore, expected to work in a flexible way when the occasion arises and acknowledge that tasks not specifically covered in their role profile are not excluded. |
| **ACCOUNTABILITY** |
| * Follow DPG’s brand standard processes when conducting an evaluation of stores
* Escalate issues when appropriate to ensure they are resolved in a timely manner
* Act as a resource for standards to Franchisees, and their teams
* Understand, interpret, uphold and enforce standards, policies, and procedures
 |

|  |
| --- |
|  **KNOWLEDGE, SKILLS, ABILITY & EXPERIENCE** |
| * Excellent knowledge of in store Operations and the basic principles of business
* Experience of working in a multisite business (Operational experience is preferred)
* Proven track record in maintaining standards and performance coaching
* Educated to a minimum of GCSE level including Math and English Grade 4/C
* Full driving licence
* Level 2 Food Safety Certificate
* Proficient in Microsoft – Word, Excel, PowerPoint and Outlook
* Excellent verbal and written communication skills
* Able to design and deliver presentations confidently
* Effective coaching and motivational skills
* Strong organisational and planning skills.
* Demonstrable influencing and negotiation skills
* Strong problem solving and decision making skills, identifying potential problems and ability to act proactively
 |