

Job title: Area Operations Executive

Department: Network Support

Responsible to: Network Support Manager

Responsible for: N/A

Job purpose: To help the Network Support Manager assist the network of franchisees to achieve their business targets, trade profitably, meet their customer needs and support the network as a whole.

Main duties and responsibilities:

MBE (UK) Company Centres.

- Identify training needs and give additional training as and when required.
- Ensure Health & Safety requirements are met.
- Report activities and any problems to Network Support Manager.
- Complete and submit visit plan timetables.
- Support Centres with operational advice and practical assistance.

MBE Centre Visits

- Support assigned Centres with operational advice and practical assistance.
- Check that Centre Franchisee and staff understand and are up-to-date with current marketing campaigns, and if necessary, help the Franchisee to produce and implement these materials.
- Agreeing business objectives with franchisees, area Managers and colleagues.
- Helping franchisees set targets, measure performance and implement business improvements.
- Prepare and submit visit plans, follow up actions and visit reports.

Cover Duties

- Cover duties for Network Support colleague(s) when required.
- Cover Company stores when staff are on holiday/sick leave when required.

Training

- Carry out Centre Induction Training Programme (CITP Phase 2 and 3) training as required.
- Train MBE own Centre staff and franchisee staff (as directed).
- Special projects eg DVCS training, MBE Ship etc.

Business Quality Assessments (BQA)

- Carry out Business Quality Assessments to assigned MBE Centres. Assist the franchisee to achieve compliance and advise where necessary.

If you believe you have the necessary skills to help support our Network to achieve their business goals and to give practical support, then please apply by sending your CV. A full training programme will be provided for the successful candidates.

Salary £25,000+ pa, depending on experience plus travelling expenses.

Closing date for applications: 30th November 2017

The Company reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the Company's business