



Antares Restaurant Group Ltd
Position Description – Shift Manager

Position Title: Shift Manager

Reports to: Restaurant Manager

Key Relationships:

Internal: Fellow Team Members
All Managers within the Restaurant
Production and Service Coordinator
Team Trainer
Maintenance
RSC

External: Guests
Suppliers

BK Compass:

Straight Up

I do the right thing BKos it's right

- I communicate openly and honestly
- I stand up for what is right
- I do things the right way

Own It

BKos I do what I say

- I take responsibility for my actions
- I fix it if its not right
- I get stuck in to achieve results

Team Up

BKos together we can achieve anything

- We unite towards a common goal
- We respect everyone
- We look after each other

Bring It

BKos we make it fun

- We bring a positive attitude
- We get fired up
- We have a laugh

Burger King® Vision

“Single Most Loved Burger Brand”

The Guest Promise

Burger King® is flame grilled burgers, fries and soft drinks at a good value, served quickly and consistently by friendly people in clean surroundings.

Position Purpose: To provide quality products, service and cleanliness at all times and ensure guidance, motivation, leadership and influence team members so the guest promise is delivered. To take responsibility for all restaurant operations during assigned shift.

Key Result Area	Accountabilities
<p>Shift Management Leads Shift Operations</p>	<ul style="list-style-type: none"> • Implements shift plan to achieve QSC (Quality Systems Control) and Guest Promise • Identifies issues that hold up progress and escalates to manager if required • Identifies and makes recommendations on any issues that hold up the progress in delivering the guest promise • Identifies issues and problems and makes good decisions • Ensures all staff breaks are taken on every shift as required • Shares responsibilities by delegating tasks to the team and follow up on accurate and timely completion • Builds strong relationships with all key stakeholders, guests and staff • Addresses and manages staff and guest conflict as it arises using resources (eg: HR) and gaining satisfactory resolution for the company and for the individual • Completes all administrative duties associated with shift duties • Communicates key information to Team Members • Coaches team members to deliver the guest promise
<p>Team Development Builds Team Member Talent</p>	<ul style="list-style-type: none"> • Promotes teamwork • Trains team members as required • Sets challenging goals for each shift, for both self and team • Builds strong team through reward, recognition and acknowledging individuality • Coaches and develops employees and conducts regular reviews on performance
<p>Health and Safety and Compliance Restaurant Compliance with Appropriate Regulations Ensure the Health & Safety of all employees</p>	<ul style="list-style-type: none"> • Help to make sure employees are engaged, participate and give feedback into H&S matters in the workplace • Promote and attend H&S training and show that you understand what you have learnt • With the Restaurant Manager, manage risks and hazards as per NZ law and BK policies & procedures (this includes risks due to stress, harassment, bullying) • Corresponds and is compliant with local health regulations • Completes QSC checklist and cookouts • Help to ensure employees are trained in safe work practises, monitor work practises to ensure safety procedures are being followed and help to re-train where necessary. • Ensure all equipment is maintained in safe working order and is operated in accordance with company safety standards. • Help to ensure employees are aware of the accident and emergency procedures. • Ensure all accidents/incidents are reported and that the RM/ARM are aware of them. Investigate accidents/incidents and take any necessary preventative or corrective action. • Ensure employees on shift are wearing the appropriate PPE when required • Ensure all employees on shift are wearing covered in and slip-resistant shoes
<p>Profitability Assists with Promoting Restaurant Profitability</p>	<ul style="list-style-type: none"> • Controls labour using the manning guide • Controls waste by accurately calling production levels, monitoring production quantities and procedures • Monitors discounts and refunds ensuring that appropriate procedures are followed • Ensures cash procedures are followed • Sets financial and operational goals and achieves results • Analyses store performance and resolves any identified issues

<p>Maintenance</p> <p>Ensures Restaurant Maintenance is completed appropriately</p>	<ul style="list-style-type: none"> • Ensures restaurant is maintained in a clean and safe manner • Ensures equipment is maintained in accordance with the restaurant equipment manual • Ensures all cleaning duties are assigned and completed • Calls service technicians to repair equipment and facilities in consultation with the management team
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NOTE: the precise performance measures for this position will need further discussion between the jobholder and the Manager as part of the performance development system

Competency Profile:

COMPETENCY	DESCRIPTION
Leadership and Accountability	Demonstrates leadership skills through taking responsibility and ownership for ensuring company standards are achieved and exceeded. Shows proactivity, initiative and the ability to lead and influence others in a positive manner under pressure
Results Orientation	Achieves outstanding results through coaching and leading other people
Coaching & Training	Proactively identifies coaching opportunities with Team Members and up skills them to meet the required standards. Patiently and methodically trains new team members to perform all functions.
Guest Focus	Talks to internal and external Guests with warmth, enthusiasm and respect; maintains eye contact with Guests and smiles; thinks about Guests needs;
Personal Integrity	Is seen as someone who is honest, reliable and trustworthy. Admits mistakes. Role models the BK values
Action Orientated	Enjoys getting stuck in and working hard; Can do attitude; Full of energy and enjoys a challenge; works best in a fast-paced busy environment
Interpersonal Skills	Relates well with all sorts of people; Bubbly and cheerful; Acts in a way which helps create a positive, fun team environment
Working Under Pressure	Is able to multi-task and work effectively and efficiently in a busy and fast-paced environment.
Energy and Passion	Demonstrates enthusiasm through body language and verbal communication. Is pleasantly optimistic, positive and this is infectious. Demonstrates pride in their work and encourages this amongst team.

Experience required:

Essential: is the absolute minimum the job requires	Preferred:
Completion of the following training courses <ul style="list-style-type: none"> - SSE – Safe Serve Essentials - RTT – Right Track Training - Foundations - Equipment Workshop (Shake, Ice, Broiler,) - Shift Training Certification 	Team management experience
Minimum of 9 - 12 months experience in an Hourly Manager or similar role in a fast food restaurant or food retailer	
Achieves 95% or greater on the core competency assessment	