



### Role Overview:

<b>Position:</b>	Restaurant Manager	<b>Reports to:</b>	District Manager / Regional Manager
<b>Location:</b>	Nationwide	<b>Date:</b>	June 2025

### Who we are:

Burger King New Zealand has been serving up flame-grilled deliciousness since 1993. With over 75 restaurants nationwide and more than 1,800 passionate team members, we're proud to be one of the country's leading quick-service restaurant brands. From 100% NZ beef patties to home-grown chicken, freshly baked buns and locally sourced veggies — we take real pride in the quality of what we serve. The King delivers a burger experience unlike any other. But BK is about more than just burgers. We're powered by our people — and **our values of People, Pride, Passion, and Performance** are at the heart of everything we do. Whether you're working on the front line, leading a team, or driving strategy from our support office, we're all about supporting growth, recognising great work, and helping our people build meaningful careers.

### Why you'll love this role:

As a Burger King Restaurant Manager, you'll take the reins of a fast-paced, people-first environment where every day brings variety and opportunity. You'll lead a passionate team, drive operational excellence, and deliver guest experiences that make people smile. From managing service standards to coaching future leaders, you'll have the autonomy to shape your restaurant's success and the support to develop your own leadership journey. If you love people, pace, and the buzz of a high-energy team culture—this role was made for you.

### What you'll deliver in this role:

#### People Leadership & Culture

- Create a buzzworthy, high-performing crew culture where teamwork rules, and every team member feels backed, believed in, and ready to thrive.
- Own the full crew journey—recruiting rockstars and locking in rosters that keep the restaurant running like clockwork.
- Be a champion of fairness, inclusivity, and our Burger King values—making sure everyone is treated like royalty.
- Fuel team growth with regular coaching, one-on-ones, and development plans that turn potential into performance.
- Celebrate wins loudly and tackle underperformance with honesty, care, and clear next steps.
- Tackle any disciplinary matters with a cool head and a professional, policy-aligned approach.
- Stay sharp—keep your finger on the pulse of employment law and make sure staff agreements are watertight and in action.
- Deliver next-level onboarding and training. Get new crew geared up with the skills and smarts they need to crush it on shift. Set them up for long-term success, right from day one.

#### Training & Development

- Own your store's training plan and make sure every team member is certified in our core operational standards.
- Set and track individual development plans for your managers to help them grow and lead effectively.

- Conduct timely, constructive performance reviews that drive engagement and performance.
- Support career growth and internal promotion through ongoing coaching and development.
- Lead by example—demonstrate high standards in operations and guest service every day, on shift. Set them up for long-term success, right from day one.

### **Guest Experience & Brand Standards**

- Maintain training compliance to ensure all crew meet operational and service standards.
- Role model what great looks like for service, cleanliness, and brand pride.
- Proactively manage restaurant maintenance and repairs to avoid disruptions, reduce downtime, and ensure the restaurant is running at full speed.
- Manages end to end customer resolution, effectively addressing and resolving customer complaints to ensure satisfaction

### **Operations & Financial Management**

- Oversee daily restaurant operations in line with our procedures, food safety requirements, and brand standards.
- Drive successful local rollout of new product, promotional, and operational initiatives.
- Achieve strong sales and profitability by planning ahead, forecasting well, and analysing results.
- Build and manage labour budgets, ensuring staffing levels are cost-effective and aligned with trading.
- Regularly review your P&L and take action to improve key metrics.
- Keep inventory tight—monitor stock levels, minimise waste, and ensure your kitchen is always ready to deliver.

### **Health, Safety & Compliance**

- Lead a proactive health and safety culture that keeps everyone safe at work.
- Ensure full compliance with MPI food safety standards, including documentation and reporting.
- Run regular safety briefings and audits, taking action on any risks identified.
- Uphold the Health and Safety at Work Act 2015, making sure all team members are trained and aware of their responsibilities.

### **Community & Communication**

- Represent Burger King with pride in your local community.
- Maintain strong working relationships with external partners including suppliers, auditors, and local stakeholders.
- Communicate clearly and consistently with your team, other leaders, and the Restaurant Support Centre (RSC).
- Explore local partnerships with schools, non-profits, and community groups to build lasting connections and give back meaningfully.

### **What you'll bring to the role:**

- Proven experience three years as a Manager, we need someone who thrives in the dynamic world of operations, especially in the fast-paced and thrilling environment of Quick-Service Restaurants.
- Passion for food and genuine love for our customers- this will be at the core of what you do
- Extraordinary resilience to drive forward- when the going gets tough, you won't back down, you will power through those challenging times. No challenge is too big, and no task is too daunting for you.
- A natural coaching leadership style, with a track record of developing others. You will bring out the best in your team, helping them tap into their potential and perform exceptionally.

- High EQ and self-awareness, you are not afraid of feedback, and you thrive on open communication. Leading by example will empower your team and foster a culture of continuous improvement.
- Deep passion and belief in the benefits of diversity and inclusivity. You will reinforce our core values and behaviours, creating an inclusive and welcoming environment
- Comprehensive understanding of food safety regulations and impeccable hygiene practices, ensuring your restaurant operates at the highest standard of cleanliness
- Tech savvy skills to navigate restaurant management software and point-of-sale systems. Your confidence with technology will be the secret sauce for keeping things running smoothly and dishing up data-driven insights.

## **Experience and KPI's**

### **Preferred**

- At least 3 years of management experience in a high-volume QSR or retail environment
- Proven ability to lead teams and manage performance
- Experience in budgeting, forecasting, and cost control
- Strong understanding of operational systems, health and safety, and ER best practice
- Excellent communication, coaching, and time management skills

### **Performance KPI's measured**

- Achievement of sales and profitability targets
- Team retention and engagement
- Customer satisfaction and complaint resolution
- Compliance with food safety and employment standards