



Role Overview:

Position: Assistant Restaurant Manager

Location: Nationwide

Reports to: Restaurant Manager/ District Manager

Date: October 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 Stronger Together, Guest Obsessed, Do the Right Thing and Execution Excellence** 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.

Position Purpose:

To assist the Restaurant Manager in leading the overall performance of the restaurant — ensuring operational excellence, profitability, guest satisfaction, and compliance. The Assistant Restaurant Manager exercises significant autonomy in daily operations and assumes full responsibility for restaurant performance in the absence of the Restaurant Manager. This role is responsible for restaurant execution, staff development, operational excellence, restaurant profitability and uphold company policies and procedures.

What you'll deliver in this role:

Lead and manage daily operations:

- Lead the daily operations of the restaurant to ensure smooth operations, great food quality, and excellent guest experience.
- Monitor, develop rosters and adjust staffing levels, ensuring compliance with break and labor policies.
- Identify operational issues, make informed decisions, and implement solutions promptly.
- Delegate tasks effectively and follow up to ensure timely and accurate completion.
- Handle guests and staff concerns professionally, working toward positive resolutions.
- Assume full operational responsibility in the absence of the Restaurant Manager.

Coaching & developing of the Team:

- Coach and mentor team members, providing regular feedback and on-the-job training.
- Foster a positive and high-performing team culture through encouragement and recognition.
- Set clear expectations and goals for the team during every shift and the overall restaurant.
- Assist with hiring, onboarding, and ensuring new team members complete required training.
- Support the development of future managers through structured training programs.

- Support the Restaurant Manager with employee relations activities, including conflict resolution and performance management processes

Oversee Guest Experience:

- Ensure every guest receives friendly, fast, and high-quality service.
- Support team members in handling guest complaints and feedback, ensuring positive resolutions.
- Monitor speed of service, drive-thru efficiency, and overall guest satisfaction.
- Encourage a guest-first mindset by coaching the team on hospitality and service excellence.
- Champion company promotions and upselling opportunities to enhance guest experience.

Oversee Health & Safety, and Compliance:

- Uphold all health, safety, and food safety regulations, ensuring full team compliance.
- Identify and manage workplace hazards, conducting regular safety checks, and audits.
- Ensure team members are trained in safe work practices and wear appropriate PPE.
- Conduct regular audits and ensure team adherence to all regulatory and brand requirements.
- Complete required safety documentation, including incident reports and QSC checklists.
- Champion a safety-first culture by encouraging team feedback and participation in H&S initiatives.

Daily management of profitability and cost controls:

- Monitor and manage key performance indicators (labour, waste, cost of goods, and revenue) and analyse daily financial results, identify improvement opportunities, and implement corrective actions.
- Support the creation of staff rosters to optimise labour efficiency as well as monitor and adjust daily labour costs in real time using **LIFELENZ**.
- Analyse daily financial results, identify improvement opportunities, and implement corrective actions.
- Assists the Restaurant Manager in analysing business trends, identifying growth opportunities, and implementing operational or marketing initiatives to improve overall business performance
- Minimise waste by optimising production levels, ensuring efficient use of ingredients, and completing daily stock counts and ordering.
- Oversee cash handling, refunds, and discount processes to prevent discrepancies.
- Identify and implement opportunities to improve efficiency and reduce unnecessary costs.

Restaurant maintenance & cleanliness:

- Ensure the restaurant is consistently clean, organised, and guest ready.
- Monitor & maintain kitchen and front-of-house equipment, reporting repairs as needed.
- Assign & oversee cleaning tasks to meet hygiene and sanitation standards.
- Work with service technicians and management to address maintenance needs.
- Ensure all cleaning supplies, PPE, and safety equipment are available and in good condition.

What you'll bring to the role:

- Step up, take charge, and lead by example. Stay positive, take responsibility for outcomes, and keep things moving—even when it gets tough.
- Stay focused on goals and push for great results. Face challenges head-on with a solution-focused attitude and keep improving every day.
- Help others be their best by sharing knowledge, offering feedback, and celebrating wins. Coaching is about lifting each other up and growing together.
- Make every guest feel welcome, valued, and heard. Deliver exceptional guest experiences with warmth, enthusiasm, and professionalism.
- Demonstrate integrity, honesty, and accountability in all interactions, decisions and everything we do.
- Stay motivated, take initiative, and jump into tasks with enthusiasm. Be the person who makes things happen and keeps the momentum going.
- Build connections with your team through open communication, respect, and positivity. Support each other and keep things inclusive and fun.
- Keep calm, focused, flexible and carry on when things get busy. Handle multiple priorities like a pro without sacrificing quality or service.

Experience needed to be successful in this role	
Essential Requirements • 12+ months as a Salaried Shift Manager (internal candidates), OR • Diploma in Business Management, Hospitality (Advantageous) • AND at least 2-3 years in food retail supervisory positions (ALL candidates)	Preferred / Helpful Qualifications • Completion of the Equipment Essentials Workshop (Shake, Ice, Broiler-Internal candidates). • Proven ability to lead teams in high-pressure, fast-paced environments. • Strong understanding of: ○ Food safety compliance ○ Labour optimization ○ Waste control ○ Operational performance tracking • Completion of: ○ SSI – Safe Serve Essentials ○ BK Foundations* ○ Shift Training Certification* *Must have achieved 95% or higher on the core competency assessment.