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Let's Talk... we're looking for:

## Digital Ops Lead QSR

Johannesburg

R90 500 – R107 500 pm CTC

### ROLE/JOB DESCRIPTION:

- ⑧ The Digital Operations Lead is responsible for the digitization of in-restaurant processes and tools, driving the execution of digital transformation initiatives across restaurant operations. This role partners with Digital & Technology (D+T) teams (who own consumer platforms and core tech) to ensure seamless integration of digital tools for employees and franchisees, enhancing operational efficiency and experience.
- ⑧ This role oversees prioritisation, approval, and change management for digital operations initiatives in restaurants on behalf of the Ops function. All initiatives require this role's review before store rollout. Provide an Ops lens in support of Digital & Technology's customer facing initiatives.

### RESPONSIBILITIES & REQUIREMENTS:

- ⑧ Digital Strategy and Execution
  - Collaborate with D+T, engineering and operations teams to deliver scalable, secure, and innovative solutions
  - Lead the digitization of restaurant operations, including SOPs, improve adoption, uptime, and training, owning an Ops-led digital roadmap
  - Partner (not own) with D+T on App, Web, Aggregators, and customer-facing platforms
  - Ensure customer journey and experience is incorporated into design and testing phases of each digital solution led by D+T
- ⑧ Performance and Optimisation
  - Monitor digital KPIs (Uptime, MTTR, adoption metrics) and ROI.
  - Oversee data analysis and reporting to optimize digital solutions performance and inform strategic decisions
  - Support franchisees with onboarding, training, and troubleshooting of digital tools
  - Talent Development: Mentor digital team members and support franchisee capability building
  - Communication: Translate complex digital concepts into actionable insights for diverse audiences
  - Business Acumen: Understand franchisee needs, market dynamics, and operational constraints
  - Influence & Collaboration: Partner across brands, markets, and global teams
  - Execution Excellence: Deliver high-quality digital solutions on time and within scope
  - Learning Agility: Stay current with tech trends and evolving digital ecosystem
- ⑧ Innovation and Piloting
  - Champion innovation in digital operations, piloting new technologies and processes
  - Lead change management efforts to embed digital best practices across the organisation
- ⑧ Team Management and Development

### EDUCATION/EXPERIENCE:

- ⑧ Bachelor's degree in business, Technology, or related field
- ⑧ 5+ years in digital operations, preferably in QSR or retail
- ⑧ Restaurant Technology i.e. Kitchen Display Systems (KDS), Kitchen Management System (KMS), and Change Management, Vendor/SLA Governance
- ⑧ Strong stakeholder engagement, project and change management skills
- ⑧ Computer literate with working knowledge of **PowerBI, MS Word, PowerPoint, Excel and Outlook** are essential

**Kindly note:** If you have not heard from us within 14 working days, your application was unsuccessful

**Full job spec available on request.**

**How to Apply:** Please submit your resume to: [joe@ottobauthentic.co.za](mailto:joe@ottobauthentic.co.za) and use the job title and location as the subject