



OUR VALUES

| Family | Ownership | Opportunity | Tomorrow |
|--------------------------------------|------------------------------|--|---------------------------|
| Authenticity, Teamwork, Integrity | Persistent problem-solver | Develop yourself, the team, and the brand | Ideas to build the future |

JOB OVERVIEW

Job Title: S/Franchise Development & Compliance Officer

Department: Franchising

Duty Station: OpCO Level

Reports To: Head of Franchising & Operations

Type: Full-Time

JibuCo LTD

The Team member is responsible for helping Jibu Franchisee to achieve business KPIS and all other relation product portfolio, expansion, profitability (cost savings and total revenue), and impact targets as defined by the Company management and in line with the Jibu mission and objectives. All team members are expected to problem solve as owners per the Jibu Culture Handbook.

Job Purpose:

The Senior Franchisee Development & Compliance Officer is responsible for supporting all franchisees within their cohort and creating a productive environment for them to achieve their targets and thrive. A performing franchise is determined by a combination of KPIs, including but not limited to franchise volumes sold, customer experience, franchise profitability, sales mix of products, compliance with Jibu standards, timely payment of JibuCo and other fees as well as the participation of the Franchisee in all Jibu training, promotions, and other activities.

As the Franchise Development & Compliance Officer, you will ensure that the Franchisee is highly dedicated and compliant, the team well trained and fully equipped and the company's efforts aligned with the Franchisee's needs.

Supervision Received: This position works highly autonomously and reports directly to the Head of Franchising & Operations

Duties & Responsibilities:

1. Franchise Standards Compliance:

- Regularly review and assess franchisee operations to ensure compliance with established brand standards, policies, and procedures for quality, sales growth, customer experience and operations.
- Conduct on-site inspections and audits to verify adherence to operational, marketing, and quality standards.
- Drive adoption of Jibu technology

2. Franchisee Relationship Management:

- Build and maintain strong relationships with franchisees.
- Act as the main point of contact for franchisees, addressing their

3. Communication and Training:

- Develop and implement communication strategies to keep franchisees informed about Jibu policies and updates,
- Coordinate and conduct training sessions for new and existing franchisees.



- Conduct training sessions to educate franchisees on brand standards, operational best practices, and any updates or changes to guidelines.
- Evaluate the success of training programs based on franchisee performance.
- 4. Performance Monitoring**
 - Support franchisees in target setting and business planning to deliver on volume targets for all products
 - Track and analyze franchisee performance metrics mainly growth in volumes (all products), new customer acquisition, retention rates, and refill rates.
 - Identify areas for improvement and provide guidance to franchisees on enhancing their business operations.
- 5. Feedback Collection:**
 - Gather feedback from franchisees regarding products, services, and operational processes.
 - Compile and analyze feedback to identify areas for enhancement.
 - Continuous Improvement of franchise operating manual and network monitoring:
 - Work closely with the management team to identify opportunities for enhancing franchise standards and operational efficiency.
 - Propose and implement improvements to the compliance monitoring process based on industry trends and best practices.
- 6. Issue Resolution:**
 - Investigate and resolve disputes or issues related to franchisee compliance, working collaboratively with other departments and franchise partners.
 - Collaborate with the Country Manager and internal departments to address and resolve legitimate issues raised by franchisees to the franchisor (JibuCo)
- 7. Market Analysis:**
 - Monitor market trends and competitor activities to provide insights for franchisee success.
 - Collaborate with the marketing team to develop strategies that align with market demands.
- 8. New Franchise Readiness:**
 - Assessment of new franchisees' readiness to ensure a successful launch and initial performance
 - Franchise and Cohort Meeting
 - Engage with franchisees to ensure physical participation in all franchise and cohort meetings
- 9. Legal and Regulatory Compliance:**
 - Monitoring adherence to legal and regulatory requirements, with a focus on minimizing legal risks for the franchise network.

Experience Requirements

- Proven experience in franchise management, business development, or a related field.
- Able to concurrently lead, track, and prioritize multiple projects to success
- Leadership experience and able to inspire, motivate and mobilize diverse teams to achieve a common goal
- Highly motivated to Get Things Done in an autonomous and independent matter
- Strong entrepreneurial and business instincts
- People and social skills to maneuver difficult conversations, negotiate with business partners
- Able to represent the Jibu Brand and comfortably communicate decisions from managements to the franchise network
- A self-starter and initiator with an intrinsic motivation to perform
- Proficiency with Microsoft Office suite including Excel, Word and Powerpoint
- Perfect written and spoken English and knowledge

Culture Fit Criteria:



At Jibu, we do not recruit based CVs only, we look for a candidate with the right attitude, hunger for success and talent.

- A mature leader, able to carry the weight to enable her team to perform and thrive
- Highly motivated to *Get Things Done* in an autonomous and independent matter
- Strong entrepreneurial and business instincts
- Proficiency with Microsoft Office suite including Excel, Word and Powerpoint
- Perfect knowledge of English and other local languages

Internal Interfaces:

- Franchise Development team
- Production & Quality department
- Finance department
- Supply Chain Department

External Interfaces:

- Jibu franchisees & franchise staff
- Jibu customers.
- Key stakeholders.

Interested? Please apply by submitting your application via jobs@jibuco.com

We will be reviewing applications as they come

Deadline: 20th January, 2025