



Job Title: Head of Franchising Development

Department: Franchising

Duty Station: Jibu Office

Job Level: Mid- management level

Reports To: Country Manager with a dotted line to the VP, Operations

Type: Full Time

Job Purpose:

The Head of Franchising Development Manages, directs, and implements all aspects of a franchising plan for the market. The role contributes to the business's success by providing strategic guidance to the team and franchises. The successful candidate Leads the franchising team to coach Jibu franchise owners to achieve set growth targets for their stage/phase while complying with the Jibu Franchise Standards as well as the Jibu System

Duties & Responsibilities:

Jibuco /Franchisee Operational Excellence:

- Support and Engage to identify opportunities to maximize volume sales in all Franchisee stores.
- Support the Franchisee development manager to set goals, targets, and training in the flow and implementation of these targets.
- Support Franchisee operations teams in implementing procedures to maximize franchisee efficiencies and control variances in the daily production of water and overall Franchisee performance.
- Be the custodian - for the volume dashboard; planning and forecasting.
- Assist in implementing operating methods and procedures designed to eliminate production problems and improve product quality
- Implement efficiently and effectively directives from the Country Manager, and Management.

Lead Franchise Development:

Ensure high performance of all Franchises:

- Managing franchise profitability/ Financial Performance analysis
- Conduct formal franchise performance reviews and co-develop work-plans to close gaps
- Franchisee Target setting & business planning to deliver sales and costs target
- Represent Jibu's interests in overseeing and managing Franchisees and all business activities.
- Managing franchise compliance with the requirements and standards of the Jibu system.
- Assisting Franchisees with growth initiatives and also improving the same store growth and minimum profitability, including an analysis of financial information, product mix, and pricing as well as introduction of new products.
- Conducting sample audits on the franchises for accountability to Jibu standards.
- Assisting in the facilitation of training as and when required.
- Assisting in the facilitation and development of various operational training modules.
- Submit reports to the senior management and other disciplines when required.
- Responsible for completing all the assignments of the annual budgeting plan items.

Lead Brand Growth & Adherence:

- Develop strategic marketing and sales campaigns, whilst tracking core marketing KPIs and ROI (Return on investment)
- Unlock new business opportunities through effective marketing to ensure that Jibuco and its franchisee network meet their growth targets.
- Make recommendations for new products, promotions, and innovative ways to reach key target markets.
- Work and support of other functions lead to monitoring Franchisee store levels of Quality issues concerning products, staffing, training, safety, and sanitation.
- Support the JibuCo and Franchisees teams in implementing any changes or additions to corporate standards, and adhere to reporting procedures

Leadership engagement and company growth:

- Be a supportive, dynamic, and a flexible team member
- Hold yourself accountable ie do what you are supposed to do On Time In full
- Do not wait to be assigned a task but hunt for opportunities to bring improvements and support others
- Be honest, reliable and dedicated



A Better Life



- Bring the energy and stamina to go far with Jibu and join us in building a unique success story
- Support franchises to comply with regulatory requirements, with a focus on minimizing legal risks for the franchise network.

Key Performance Indicators:

- **Revenue**
 - Grow product sales at franchises
 - Grow franchising revenues as per budget
 - Grow corp store revenue
 - Cost management (spend vs budget should not exceed budget)
 - Control corporate store spend
- **Customer**
 - NPS/ Customer satisfaction
 - Franchise Satisfaction
 - Staff engagement survey score
- **Process Efficiency**
 - AR collection rate
 - POS adoption and data accuracy
 - Commercial site survey score
 - New projects roll out completion
- **Growth**
 - New franchise launches
 - Growth in retail points
 - Sales growth on new channels
 - New product sales at franchises

Interested? Please apply by submitting your application at this [link](#)

Applications are to be reviewed on a rolling basis.