



SWAT, JOE & THE JUICE

Position Title: Franchise SWAT

Reports to: Local Project Leader / Operational Project Leader

WHAT:

The SWAT is a position established in J&TJ's Moneyball structure as part of the professionalization of the Franchise area. A SWAT is recruited from JOE & THE JUICE specifically by the Project Lead Management to be stationed aboard in an agreed timeframe, which can be any of the ones we have in the Franchise department. The role is established to bring independent and strong leaders into the startup of a market introducing and using all knowledge from both J&TJ procedures, E-Campus material and platforms, hosting Campus and create a strong and sustainable market opening, leading the project independently and together with the rest of the international support team.

JOB DESCRIPTION:

The SWAT has the overall responsibility to be the leading and teaching figure towards both our local workforce, such as our international support team in collaboration with the local Management from the Franchisee. The SWAT has the responsibility of taking all their knowledge and tools from their origin market and introduce and teach them, to the workforce in the new market. This includes but are not limited to, action plan creation, 4-Wall-Operational Performance, training plans and project reporting. They have the responsibility of leading the project they have been given in a high-level professional way, that ensures a successful roll out of the company and sustainable processes that will allow the Franchisees to run the market as J&TJ, adapted to the markets standard and setup.

It is the SWAT's overall responsibility of ensuring and implementing high training levels in the market and following up on the standard during their time stationed in the market, to ensure that the market is fully operational and functioning to J&TJ standard, when leaving the market. The SWAT will be the one responsible for securing a structured and thorough startup of the new market that eventually will set the market up for operational excellence, knowing all SOP's, DCWF procedures, training and all other relevant material and framework.

The SWAT is the one responsible for the training and supporting of the local Bar Managers and Shift Managers and teaching them all relevant E-Campus material related to the levels. It is the SWAT's responsibility to ensure independent and respectful managers that will act and lead as J&TJ standard including but not limited to, understanding all platforms, reports, Shift Planning, Stock Handling, training methods, validations, and Juicer Talks.

The SWAT will first work closely together with the markets Project Leaders and secondly work closely together with the markets Brand Manager & Training Manager, coordinate and communicate the markets needs and support them where it's needed with training, validation or general support.

The performance feedback of the SWAT will be given by the Local Project Leader and Operational Project Leader on a monthly and quarterly basis. Their performance will be based on goals and specific tasks provided by the Project Leader and the execution of their own Project Card.

EXPECTATIONS:

It's expected from the SWAT to be respectful and adaptive in their way of both working, interacting, and training while being in Franchise Projects and will always be positive and professional attitude while discussing any matters conserving JOE & THE JUICE.

We expect the SWAT to be fully engaged and devoted to implement and stabilize the brand of JOE & THE JUICE in Franchise setting, being an inspiration to the market by being an elite example of how to perform and behave in JOE & THE JUICE as a leading figure representing core brand values of the company.

To follow and comply all JOE & THE JUICE procedures and guidelines from our SOP, guidelines and planning set by the Project Leader and any procedures, planning and/or guidelines from the Franchisee.

To continuously report back to your Project Leader with feedback/reports and create a structured project execution plan and to have an open and adaptive mind regarding changes and additional work tasks.

To take responsibility for the Juicer support provided by JOE & THE JUICE and correct them when/if it's needed and report to the Local Project Leader if continued bad behavior/misconduct is occurring.