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Supy X **preshift**

Restaurant Systems Manager

Job Spec



Hiring a Systems Manager is a smart move if you've got the right person already in your team - but if you need extra support, specialist advice, or a bit more firepower, working with a partner like Preshift can make a real difference.

Mo Reshard, founder of Preshift

Role Title

Restaurant Systems Manager

Role Summary

As a Systems Manager, you will oversee the restaurant group's technology stack, ensuring systems are properly selected, implemented, integrated, and used to their full potential. Acting as the internal owner of the business's operational tech (such as POS, inventory, labour, and reporting systems), you will help protect margins, drive operational efficiency, and support growth.

This role is ideal for someone with a strong operational background in hospitality who has a genuine passion for technology and improving processes through smart systems.

Key Responsibilities

- Own the performance of the restaurant group's tech stack, ensuring systems are set up correctly and optimised for real business needs.
- Manage vendor relationships - oversee contracts, track renewals, and coordinate with suppliers to ensure best-in-class service.
- Lead implementation projects when rolling out new systems or upgrading existing ones.
- Provide ongoing support and training to site managers and teams, ensuring high adoption rates and correct usage.
- Monitor system usage and performance - identifying underused features, data gaps, and opportunities for optimisation.
- Act as the first line of troubleshooting, liaising with tech support teams where needed.
- Support data quality by maintaining clean system setups, reports, and integrations.
- Build knowledge bases, user guides, and simple SOPs to future-proof system usage as teams grow and change.
- Work cross-functionally with operations, finance, and leadership teams to ensure system outputs match business goals.

Required Experience

- 2+ years in a hospitality operations management role (e.g., General Manager, Area Manager) with strong exposure to tech systems (POS, inventory, workforce management, etc.)
- Demonstrated passion for technology - ideally experience leading a system rollout or acting as the "tech champion" internally.
- Comfortable working with data: able to run reports, spot discrepancies, and present insights clearly to non-technical teams.
- Strong organisational and project management skills.
- Experience training and supporting frontline operational teams.
- Hands-on mentality: proactive, resourceful, and willing to "own" technology challenges without heavy vendor reliance.

Ideal Candidate Profile

- Ex-GM or Operations Manager who loved the system side more than the floor.
- Tech-savvy and highly self-motivated to learn new systems.
- Clear communicator who can translate tech into practical steps for site teams.
- Structured thinker who thrives on improving processes and fixing inefficiencies.

Key Performance Indicators (KPIs)

- **Implementation Success:** Smooth delivery of system rollouts on time and within budget.
- **Adoption Rate:** 90% adoption of key systems among site teams within 3 months of rollout.
- **Data Accuracy:** Maintain system accuracy >95% across core modules (inventory, labour, sales reporting).
- **Cost Saving Initiatives:** Deliver measurable system-driven savings (e.g., reducing software spend, preventing shrinkage through better stock management).
- **Training Completion:** 100% of relevant employees trained on new systems with documented sign-off.
- **Contract Visibility:** 100% of tech contracts tracked, with renewal and renegotiation deadlines flagged at least 90 days in advance.