

CASE STUDY

Operations Manager, London



CLIENT OVERVIEW

Maguro Group is a founder-led, multi-brand business spanning QSR, retail and construction.

With rapid growth across its portfolio, the business required stronger operational and people infrastructure to support scale.

CHALLENGE

The requirement was not a single hire, but two critical roles:

- Operational leadership to support franchise growth and standardisation
- Group-level people leadership to build structure across multiple brands

The challenge was aligning both hires to a founder-led environment while building a scalable platform for growth.

WHAT BITE DID

We partnered with the leadership team to define structure, roles and hiring priorities.

Our approach:

- Advised on organisational design
- Built detailed role briefs aligned to growth plans
- Delivered targeted shortlists from our network of multi-site leaders
- Managed both processes end-to-end

THE RESULT

We placed both an Operations Director and a Group Head of People within seven weeks.

Both hires brought experience in multi-site, high-growth environments and aligned closely with the founder's vision.

COMMERCIAL IMPACT

- ✓ Two senior hires delivered within 7 weeks
- ✓ Time saved versus running multiple independent searches
- ✓ Immediate strengthening of operational and people infrastructure
- ✓ Reduced risk during a key growth phase

THE OUTCOME

Maguro Group now has a scalable operational and people foundation to support multibrand growth and expansion.