



## Job Description – H&K International

**Job Title:** Operations Manager

**Location:** Osaka, Japan

### H&K International

#### About H&K International

H&K International is one of the world's largest suppliers of stainless steel kitchen equipment solutions to the food service restaurant industry, employing approx. 1,500 people worldwide, global operations that supply over 20,000 restaurants in 80+ countries annually. The focus of the business is on supporting large restaurant chains in their development and expansion internationally. H&K is closely involved in the development of new restaurant concepts and provides significant R&D support to well-known leading quick service restaurant brands.

[www.hki.com](http://www.hki.com)

#### H&K Japan Limited

- ✓ Setting up National Operations due to exciting new opportunities
- ✓ Current office and warehouse facilities in Osaka
- ✓ Multinational team
- ✓ Western culture
- ✓ Mixed Men-Women staff, over large age range
- ✓ Growing team of 10 staff with plans for dynamic growth
- ✓ Importing globally, as well as purchasing from domestic suppliers

This is an opportunity for a someone with strong organisational skills, to manage H&K operations in Japan. This is an attractive role for the right candidate to work with a global company, in the fast growth food sector.

In addition, to supporting H&K's operations, the candidate will need to work and manage its service partner company, Nakanishi.

### Objective

#### Responsibilities:

##### *Supporting the Growth Objectives*

- Be part of the management team and be involved in decision making process;
- Responsible for developing and improving the operational systems, processes and policies to support the growth plan over the next 3 years;
- Hire, grow and train the operations team;



- Actively promote a work culture that is both cooperative, collaborative and consultative; and
- Allocate work, lead, provide coaching, monitor performance and answer queries for direct reports.

#### *Infrastructure Growth*

- Develop capability for offering Resupply, Rollout and Remodel services; and
- Build and manage a strong control environment.

#### *Demand Forecasting & Planning*

- Critical to forecast and ensure that the equipment supply chain & purchasing supports estimated equipment demand;
- Track and analyses the projected new store forecast needs and examine lead times; and
- Present monthly updates on demand forecasting to H&K executive management.

#### *Managing and Improving Operations & Procedures*

- Implement systems and process improvements to ensure that business can support and control the growth;
- Implement systems to increase the effectiveness and of the efficiencies of the operations and to ensure that the business can support the growth;
- Involvement in estimating fabrication and 3rd party equipment requirements and developing efficient purchasing and logistics processes;
- Ensure all the equipment detail of each purchase order is 100% accurate, and to ensure all equipment is available on time and complete;
- Ensure strong controls and processes in place in warehouse area to maintain a firm control of stock, costs and activity across all warehouses;
- Involvement with the weekly customer shipment schedule to ensure that the sale process is working properly, and equipment backorders are minimised and on-time shipments achieved;
- Ensure all non-conformances within the sale functions are documented, actioned and procedures and initiatives introduced to ensure no repeat incidents arise;
- Minimise obsolete and excess stock;
- Manage the warranty process;
- Ensure collection of all receivables within the given credit terms;
- Work with and leverage functions within H&K group to support the business in Japan with respect to Engineering, Purchasing, Logistic and customer service;
- Ensure 100% compliance with service standards and regulations; and
- Set and monitor standards and KPI's.

#### *People Management*

- Ability to organize, motivate and lead people to get things done efficiently; and
- Develop goals and objectives, communicate with the team and engage the team in continually improving every aspect of the business.

#### *Distribution partner*

- Manage and maintain a strong relationship with Nakanishi, the H&K Japan partner;
- Ensure that agreed service levels are maintained between both companies; and
- Leverage functions within Nakanishi group to support the business in Japan.

### **Desired Qualities and Skills**

- Experience of managing the operations of a sales & distribution driven organisation;
- Proven ability of managing a business where systems and processes play a key role in all aspects of the business;



- Prior experience of Kitchen Equipment or Fabricated equipment industry is preferred but not essential;
- Excellent organisational, analytical and problem-solving skills – PLAN, ORGANISE, CONTROL culture;
- Must have an ability to prioritize workload to ensure the business is run as effectively as possible
- Fluency in Japanese and English is essential
- Logical, analytical clear-thinking individual with strong attention to detail;
- Sensitive to cultural differences, driven, self-motivated and independent;
- Conscientious hardworking;
- Self-starter;
- Ability to work with multidiscipline team and bring people together;
- Ability to recruit good team members and develop people to their full potential;
- A doer rather than a theorist – need to wear many hats and lead by example;
- Waste not want not culture;
- Willingness to travel; and
- ERP application experience.

#### Enquiries

For more information please contact H&K Japan General Manager Andy O'Doherty;  
[andy.odoherty@hki.com](mailto:andy.odoherty@hki.com)

Competitive salary offered based on experience and perceived value that can be given to H&K.