

Kitchen Trainer (m/w/d)

(Full time)

We're a FoodTech scale-up with over £15m of funding, and we're on a mission to revolutionise food delivery! We're doing this through a laddered product set that matches our operators' needs:

Today we primarily offer Digital Food Licences. We create and franchise food brands, operated by anyone with a commercial kitchen via food delivery platforms. Combining our love of food with our passion for new technology, we help hospitality businesses diversify their revenue streams. How? By helping them develop, launch, and grow their own virtual restaurant to maximise their kitchen capacity and increase their income!

We take care of the branding, the menus, the packaging, the technology, and anything else you need to get your online delivery service off the ground. All you need to worry about is preparing the food and sending it to your new customers.

We've grown massively in a short period of time, and now have operations across Europe (UK, FR, SE, FI, HU, CZ, DE), the USA (FL, GA), and the GCC (UAE).

Our funding comes from some of the biggest names in PE and VC, and our Series A was raised from TDR Capital (owners of ASDA, David Lloyd, Stonegate, etc); Softbank; Fuel Ventures; and Pembroke VCT.

In short, we're defining the future of the food delivery market. Nobody's growing as fast as us and we're looking for an Operations Management Trainer:

As an Operations Management Trainer, you have several key responsibilities in ensuring the success of our partners. Let's take a closer look at each of these responsibilities and the corresponding KPIs:

- **Proper Training of Partners:**
As a skilled Operations Management Trainer, your primary focus is to empower partners with the knowledge and skills they need to succeed. By tracking the average rating given by partners at the end of the onboarding process, you will have a clear measure of the effectiveness of your training efforts and the impact they have on partner satisfaction.
- **Validation of Partners:**
Your expertise and attention to detail are key to ensuring that new partners are capable of delivering on our high standards and concepts. By monitoring the percentage of launches that are completed on time, you will have a clear measure of your success in validating partners and ensuring their readiness to hit the ground running.
- **Success in the F12W:**
Ensuring that partners are successful in their first 12 weeks of operations is critical for their long-term success, and you are an integral part of this process. By tracking the average number of bags sold in the F12W, you will have a clear picture of partner performance and the impact of your support.
- **Follow-up Trainings:**
Your dedication to supporting partners doesn't end with the initial training. By conducting successful follow-up trainings and tracking the increase in ratings given by partners, you will



have a clear measure of the impact of these efforts and the value they bring to partner performance.

- **Manage the launch process:**

Your coordination skills and ability to lead are critical to the success of each launch. As the point person for launch planning and execution, you will ensure that each partner is properly prepared and launched smoothly, making a lasting impact on their success.

Requirements:

- You have experience in the hospitality or restaurant industry
- You have a love for food and cooking.
- You are hard-working and target driven
- You are highly (self) motivated and able to work in a fast-paced environment (start-up)
- You have great communication skills, both written and verbally
- You enjoy working in a structured, responsible and solution-oriented manner.
- You have experience working with people from different backgrounds and cultures.
- You are very fond of travelling, a drivers licence is a plus but not required

How we work

This is primarily a field based role, so you'll work from home visiting our partners in your area to provide them with the relevant support. There will be opportunities to work with our team in person on occasion.

Who we are

Our people mean everything to us, so it's important that we have a great company culture that allows everyone to thrive and be the best they can be. We aren't hierarchical, everyone has a voice and everyone's voice matters. Our company values are important to us, we help each other, act fast to make things happen and celebrate our milestones. A huge part of Peckwater is the amazing people that work for us and we do everything possible to keep growing and nurturing our great culture.

What we can offer

We offer amazing benefits to all our people including competitive pay, private healthcare & dental cover and the chance to work with our awesome team.