

OPERATIONS MANAGER

ABOUT US

Rosie Made A Thing is an award-winning publisher of contemporary greetings cards, stationery and gifts, based in Kibworth, Leicestershire. Our customers include well-known High Street names as well as stylish independent retailers across the UK. We export to numerous overseas territories and sell online to customers around the world.

We are a small, rapidly expanding company, currently employing 10 people. Most of our products are made in the UK and shipped to our fulfilment warehouse in Gloucestershire from where all of our trade orders are despatched. Our working environment is relaxed and friendly but often very busy. We are passionate about what we do and our team work really hard to ensure that our products and customer service are of the highest standard.

ABOUT THE ROLE

You will be responsible for the overall productivity and efficiency of the company. The role is varied and requires you to work with different stakeholders across the business and externally. You will manage high-level HR duties, improve organizational processes and work to improve quality, productivity and efficiency to support future growth.

Responsibilities:

- Oversee and lead the main operations of the company, creating and delivering a strategy that ensures the smooth-running of the business, manages growth and generates the best return on investment.
- Lead and assist the Operations team, ensuring that all work is completed accurately and efficiently.
- Assist the Purchasing Team in developing and implementing a clear inventory management system to ensure that all stock is purchased at the optimal volume and time.
- Regularly communicate with our warehouse and fulfilment team, to ensure the orders are despatched accurately and on time.
- Build strong relationships and ensure employees and teams are working together and communicating effectively in order to maximise efficiency. This extends to our sales agents who cover different areas of the UK.
- Manage company-wide Human Resources, assist with recruitment and training and conduct performance reviews. You will maximise profitability by motivating, guiding, inspiring and developing staff to consistently deliver the highest standards of service.
- Manage our service providers (legal, accounting, software)
- Proactively manage and review all operational planning and costs.
- Identify and address areas of weakness within the company that may impact its smooth operation and continuously seek out opportunities for improvement.
- Ensure the company operates in line with all relevant legislation, including HR, H&S and GDPR compliance and that all legal and regulatory documents are filed.

- Manage company-wide Health & Safety policies and practices as well as overseeing maintenance of company buildings, including resources, equipment and security.
- Serve as a company representative and support the Director by undertaking ad hoc projects as required in order to meet the needs of the business.
- Assist colleagues and support the business generally by undertaking additional duties and tasks from time to time, as and when required.

ABOUT YOU

We are looking for a hands-on and dynamic operational leader who ideally has experience scaling up a small, fast-growing business. You will be motivated to find and implement ways to improve productivity and have the negotiation and collaborative skills needed to bring out the best in people. Above all, you will need to understand and relate to the brands' identity, voice and customer base.

Skills & Experience

Essential

- Experience in management, operations and leadership.
- Experience of working across departments.
- Knowledge of logistics including imports and exports.
- Excellent verbal and written communication skills and the ability to engage and motivate others.
- Strong mathematical skills to ensure accurate cost calculations.
- Excellent customer service skills.
- Ability to prioritise and manage time effectively.
- Excellent negotiating skills.
- Highly organised with excellent attention to detail.
- Ability to work flexibly and adapt to the needs of a small business.
- Willingness to work outside of office hours as and when required.
- Competent with Microsoft Office, particularly Excel.

Desirable

- Experience within the greetings industry
- Business Management qualification
- Experience of order management systems, in particular SAGE 200.
- Experience of ecommerce operations

HOURS & SALARY

This is an in-house role based in Kibworth, Leicestershire.

Full-time position, 37.5 hours per week.

Salary dependent on skills and experience.

Please indicate your desired salary on application.

HOW TO APPLY

Please send your CV and covering letter to melanie@rosiemadeathing.co.uk

Applications close Sunday 27th February. Please note that we may decide to interview before this date.

Rosie Made A Thing Ltd

17 High St,
Kibworth,
Leicester
LE8 0HS

T: 0116 4062000

W: www.rosiemadeathing.co.uk