

Operations Office Manager

Donington, Lincolnshire, PE11 4TA

Hours: Monday to Friday, 08.00 am to 5.00 pm, 40 hours per week.

Salary: £45,000 (DOE)

Main Job Purpose:

Manage the day-to-day operations for our Order Activities. You will be directly responsible for workflow into production and the scheduling of jobs. Responsibilities include pre- and post- production, inclusive of order processing, design, purchasing, delivery & logistics, and customer care.

You will ensure operations are carried out in an accordance to the Company's Policies and Procedures, with KPI's and SLA's falling within the Company expectations.

You form a large part of the continuous improvement for the Company Process and Procedures. Ensuring customer satisfaction is thought about throughout.

You will assist the Operations Director in fostering a cooperative approach, resulting in an environment that focuses on productivity and collaboration.

Essential Requirements:

- Highly self-motivated individual with exceptional leadership, organisational and interpersonal skills.
- Ability to lead and inspire a team, focusing on a collaborative approach with different areas of the business.
- Demonstratable experience of managing team workloads, with excellent prioritisation and delegation skills.
- Excellent customer skills, with direct and indirect conflict resolution expertise.
- Proven delivery of system and process improvements.
- Excellent attention to detail and data focussed.
- Acting as a problem solver with excellent communication skills.
- Flexible and approachable with others.
- Experience of using technical/bespoke IT systems.
- Strong administrative skills.
- Good knowledge and user expertise with the Microsoft Office package.
- Proven experience of working at a senior management level.
- Experience of communicating at management level both verbally and written
- An ambassador for the business ensuring an exceptional customer experience both for internal and external stakeholders.
- Proven experience of deputising in the absence of a director.
- Able to adapt to change as required by the needs of the business and client requirements.
- Ideally Over 5 years proven line management experience.

Role Accountabilities:

- Manage the pre and postproduction operational activities. This will include controlling the order processing, design, and delivery functions of the business.
- Order scheduling and flow into production.

- Working with the Technical Team to ensure all orders are progressing according to plan and resolving any issues as they occur.
- Customer contact and communication, focusing on customer satisfaction.
- Customer experience and case resolutions.
- Producing monthly operational reports.
- Operational KPIs.
- Team mentoring and coaching.
- Support the sales team to ensure account management is being carried out in the best possible manner.
- Observe all safety rules and procedures, ensuring that the work area, equipment, and materials are left in a safe state; and that reasonable care is taken for the health and safety of all fellow employees and any other persons within the work area.
- Work in a manner that actively seeks to reduce any negative environmental impact in relation to the processes and procedures operating within their area and across the wider business e.g., reduction of waste, recycling etc.
- Carry out and comply with all Company policies, procedures and instructions and any other reasonable duties deemed necessary by the Company.

About Us

Due to the continued success and innovation within our established family run business we have some new and exciting opportunities available. With over 130 years as market leaders of bespoke timber windows and doors, we not only pride ourselves with the quality and high standards of our products, but we also go a long way to ensure that our “extended family” are happy within their roles and environment. The family ethos running through and through across the group, whether working alongside the MD in the factory or discussing the development, innovation, and future of the company.

As a result of entering some exciting new markets we are putting effort into expanding and developing our team. If you are driven by quality, have a restless ambition to continuously improve and enjoy working as a team, then we'd love to hear from you.

George Barnsdale - A family firm since 1884, be part of our future.

For the right candidate we offer:

- A dynamic and collaborative work environment.
- Opportunities for career growth and professional development.
- A chance to contribute to the company's sustainability goals and innovative projects.
- Continuous training and development
- Encouragement for internal promotion
- Wellbeing Support
- MetLife (access to online GP, bereavement guidance & more)
- MHFA England Mental Health First Aiders
- Perks at Work – Discount Scheme
- Holidays: 23 days

If you feel you have the right skills and knowledge to fill the above role, then please complete the application form <https://www.georgebarnsdale.co.uk/careers/> and return to HR@gbstp.com