

JOB DESCRIPTION:

JOB TITLE:	HEAD OF OPERATIONS
REMUNERATION:	£50-70k basic commensurate with experience, plus bonus and benefits
LOCATION:	Based at the Company's offices currently at 328/9 Metal Box Factory, 30 Great Guildford Street, London SE1 0HS. This is an office-based role with flexibility for ad hoc home-working with prior agreement.
COMPANY BACKGROUND:	<p>Bancroft Wines Ltd is one of the UK's premier wine companies, serving a wide network of trade, private and corporate clients.</p> <p>Our commitment to supplying outstanding wine is reflected in the quality, variety and competitiveness of our extensive portfolio.</p> <p>We have expert teams dedicated to supplying fine wines, including a unique portfolio of Exclusive Agencies, to private buyers and investors, corporate buyers and to many of the most prestigious restaurants and hotels in the UK as well as a wide network of independent merchants and retailers.</p>
REPORTING TO:	Chief Executive Officer
ROLE OBJECTIVE:	Working as part of the senior management team, responsible for operational logistics including customer services, purchasing and the Company's third-party warehouse. Managing operational efficiency, ensuring processes and teams are streamlined and cohesive, providing a high level of service delivered in a cost-effective manner.
KEY RESPONSIBILITIES:	<p>Principal responsibilities will include but not be limited to:</p> <p>Customer Services</p> <ul style="list-style-type: none"> • Manage the customer services team (currently 5 people with 1 direct report) overseeing recruitment, training and day-to-day management to develop capability at both individual and team level • Ensure the team provide a high level of personal customer service adopting a 'Customer First' attitude and approach and that processes which govern the order flow are robust, accurate and effective • Set KPIs to ensure that service delivery and efficiency supports business requirements and is tracked and reported <p>Purchasing</p> <ul style="list-style-type: none"> • Manage the Purchasing team (currently 2 people) overseeing recruitment, training and day-to-day management, recognising and enhancing opportunities to improve individual and team contribution • Work with the team to develop the tools used for forecasting so that overstocks and out-of-stocks are minimised • Liaise with the team to ensure that global stock shipping logistics are both efficient and cost-effective • Set KPIs which track key departmental metrics

JOB DESCRIPTION: HEAD OF OPERATIONS (Cont'd)

KEY RESPONSIBILITIES (Cont'd):	<p>Warehouse</p> <ul style="list-style-type: none"> • Work with Bancroft's third-party logistics partner to maximise proficiency in order processing and fulfilment • Maintain regular communication between Bancroft and the Warehouse to ensure issues are dealt with quickly and a high level of service achieved and sustained • Develop service level KPIs to; <ul style="list-style-type: none"> - monitor performance - ensure timely systems updating to accurately reflect the physical stock <p>Corporate</p> <ul style="list-style-type: none"> • Input into the wider management of the Company, contributing and participating as a member of the Senior Management team
PROFESSIONAL COMPETENCIES:	<ul style="list-style-type: none"> • Management experience working with third party warehouses in the wine sector or similar industry • Strong commercial acumen and strategic thinking • Comprehensive understanding of process • Exceptional people management skills demonstrating drive and commitment through influential team leadership • Belief in continuous improvement at a Company, team, individual and personal level • Strong systems skills (advanced excel required) • Wine knowledge/WSET an advantage
KEY ATTRIBUTES	<ul style="list-style-type: none"> • Hands on and pragmatic • Presents an excellent work and service ethic • Personable with the ability to work effectively right across the Company • Bright, enthusiastic and motivational • First class communicator and manager
HOURS OF WORK:	37.5 hours per week with normal hours of work 09:00-17:30hrs Monday to Friday inclusive.
BENEFITS:	<ul style="list-style-type: none"> • 25 days' holiday entitlement in addition to public and bank holidays increasing to 28 days' entitlement after 5 years' completed service • Discretionary bonus of up to 10% basic salary based on Company and individual performance against objectives • Life Assurance (subject to eligibility) • Income Protection (subject to eligibility) • Auto Enrolment [Workplace] Pension Scheme (subject to eligibility) • Wine discounts

Duties and responsibilities of this role will include but not be limited to the above and will vary in response to the requirements of Bancroft Wines' operations at any given stage.