

# Operations Manager

## About the business

We're mad about organic veg. It's at the core of everything we do. We love to grow it, pack it into boxes and deliver it to customers' doorsteps around the UK. This takes a lot of brilliant people, with a range of skills and knowledge.

The business was founded in 1986, with a few acres of veg, a wheelbarrow and a beaten up 2CV for deliveries. We've grown into a successful e-commerce business, with two farms and packhouses, a fleet of vans and drivers, a wholesalers, butchery, organic restaurant and pub. We employ people across many areas including IT, Logistics, Sales, HR, Finance and Marketing (and more besides).

Our culture and values set us apart from other businesses. This is a friendly, informal place to work, with a passionate, entrepreneurial spirit.

As of June 2018, the business became employee owned. The company founder has chosen employee ownership to protect its values, ensure its independence, and because he believes the employees are the best people for the job. Working for us makes you a 'co-owner', which gives you greater insight into the working of the business and more of a say about how it should be run, through our employee council and trustees. Join us to learn how we do it our way.

## What you'll be doing

Every week, our main production site packs over 30,000 veg boxes, 6000 recipe boxes, and 200,000 individual items. This equates to around £60million of retail sales annually.

Reporting into the General Manager, you'll be responsible for day-to-day operations at this site. A big focus of the role is to act as the link between all our production departments, providing an overview that will enable teams to supply each other and share workloads for maximum efficiency along with taking a lead on modelling the best behaviours as we develop our inclusive culture.

You'll have a team of six direct reports, who directly manage 16 team leaders and over 180 production co-owners. We're looking for someone who can develop our production managers, team leaders and co-owners, enabling each team to take control of their own outputs and challenges. Working collaboratively with other areas across the business is key; to succeed in this role, you must be a team player, with the ability to manage and lead your area whilst understanding the wider business demands.

We're looking for an ambitious person to oversee an exciting new phase of operational capability. You'll be leading some capital projects and playing a key role in other areas to support the growth of the business, with progression available in due course.

**This is a permanent contract, 40 hours per week on a Sunday to Thursday basis. Based in Devon.**

## Your Responsibilities

- Day-to-day responsibility for all production activities with a team of production managers
- Lead on health & safety compliance and improvement actions.

- Develop and coach your team, fostering an environment of teamwork to get the best out of them
- Ensure daily orders are fulfilled through your team, key performance indicators are in place, and production targets are met.
- Plan production across 20 different packing lines
- Implement new policies and/or procedures to enhance, maximise and improve the production process
- Provide direction and support to the production team leaders; managing and facilitating their performance and development, and ensuring departmental structure and skills are developed to meet changing requirements
- Ensure that communication between departments is ongoing and utilised to maintain an environment of continuous improvement
- Ensure the production areas are adequately resourced, working with HR and our recruitment agencies to achieve this
- Ensure production food hygiene compliance
- Train staff and managers to ensure that everyone is performing well in their role

### **Skills & experience**

- Proven experience of successfully leading and managing a team of permanent staff with a track record of developing individuals
- Demonstrable experience of leading on continuous improvement programmes
- Strong problem-solving skills; able to adapt to an ever-changing environment and react quickly to meet challenges.
- Excellent communication/engagement skills at all levels of the business
- Excellent organisation and planning skills; staying ahead of the game and ensuring that plans for the future are clearly labelled out for everyone to follow
- Able to work collectively with a range of stakeholders
- Knowledge and experience of driving improvement

### **Personal qualities**

- Personable
- Logical thinker even under pressure
- Ability to manage a broad workload where no two days are the same
- Up for the challenge the role presents
- Thrive in a Leadership capacity
- Positive; a natural motivator
- Passionate about food

### **Salary**

£Competitive

### **Benefits**

The business is a beautiful place to work, with lots of great people – and other benefits too. We offer 33 days' holiday (including bank holidays), a generous company pension scheme and an annual profit share. We love food and hope you do too, so we give staff 25% off everything we sell on our website; heavily discounted organic breakfasts and lunches in the staff canteen; and free organic fruit and veg. There are also many social events for staff, with two big parties a year.