

Operations Office Manager

Donington, Lincolnshire PE11 4TA

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

Salary: £ (DOE)

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 Requirement

- 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.

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:

- MHFA England Mental Health First Aiders
- Free Parking
- Perks at work – Discounts
- Corporate Clothing
- EAP Construction industry Helpline
- Working Party Meetings – Have your say.
- Professional Development
- Pension
- HSEQ Committee & Employee Representatives
- 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