Operations Manager

JOB DESCRIPTION

Location	Plymouth, Devon
Reporting to	Managing Director
Direct reports	Warehouse Manager and warehouse & distribution team
Hours	Full-time, 40 hours per week
Salary	£45,000 to £50,000 per annum, depending on experience and qualifications
Bonus	Participation in the Company's Senior Management Bonus Scheme

Role Purpose

Fairway Furniture is seeking an experienced, commercially aware and proactive Operations Manager to oversee the safe, efficient and effective management of the Company's warehousing, logistics, facilities and Health, Safety, Environmental and Quality (HSEQ) functions.

The role will ensure operational processes support excellent customer service while maintaining compliance with relevant legislation, Company policies and recognised good practice. Working closely with the Senior Management Team, the Operations Manager will drive operational efficiency, cost control, continuous improvement and high standards of safety and compliance across the business. As a member of the Senior Management Team, the successful candidate will also contribute to wider business planning and decision-making.

Benefits

- Participation in the Company's Senior Management Bonus Scheme
- Company car
- 21 days' annual leave, excluding Bank Holidays, increasing by up to one week with length of service
- Company pension scheme
- Staff discount on Fairway Furniture products
- Support for relevant professional qualifications and training
- Free on-site parking
- The opportunity to play a key role in the continued growth and development of one of the South West's leading independent furniture retailers

Role Detail

Warehouse and Logistics Management

- Provide leadership, oversight and direction to the Warehouse Manager and operational teams.
- Ensure warehousing, distribution and delivery operations are planned and managed safely, efficiently and effectively.
- Monitor operational performance against agreed service standards, budgets and key performance indicators.
- Identify and implement opportunities to improve productivity, efficiency and customer service.
- Oversee route planning, delivery optimisation, fleet performance, vehicle compliance and associated operating costs.
- Ensure stock handling, storage and movement procedures are safe, effective and consistently applied.
- Support capacity, resource and contingency planning to meet seasonal demand and business requirements.
- Work collaboratively with stores and support teams to resolve issues affecting customers or the movement of stock.

Health, Safety, Environment and Quality

- Lead the Company's HSEQ management activities and promote a positive safety culture throughout the business.
- Ensure compliance with applicable health and safety, environmental and other relevant legislation.
- Develop, maintain and review risk assessments, safe systems of work, policies and operational procedures.
- Conduct or coordinate site inspections, audits and workplace assessments.
- Ensure accidents, incidents and near misses are reported, investigated and recorded, with effective corrective and preventative actions.
- Provide practical guidance to managers and maintain accurate training, compliance and operational records.
- Liaise with external advisers, insurers, regulators and other relevant bodies when required.
- Monitor operational quality standards and support responsible management of waste, energy and other resources.

Facilities Management

- Oversee the maintenance and management of Company premises, equipment and infrastructure.
- Ensure all Company sites remain safe, secure, compliant and fit for purpose.
- Develop and coordinate planned preventative maintenance programmes and reactive maintenance activity.
- Manage contractors, suppliers, utilities providers and facilities service partners, ensuring service quality and value for money.
- Manage facilities budgets and building-related expenditure.
- Support store development, refurbishment, relocation and fit-out projects as required.
- Maintain appropriate records for maintenance, inspections, servicing and statutory compliance.

Operational Improvement

- Identify and implement opportunities to improve operational efficiency, service quality and cost effectiveness.
- Lead improvement projects across warehousing, logistics, facilities and HSEQ.
- Analyse operational data and prepare reports and recommendations for the Senior Management Team.
- Develop and review operational policies, procedures and working practices.
- Support business continuity, operational resilience and risk-management activities.
- Evaluate systems, equipment and technology that could improve operational performance, and ensure agreed initiatives are delivered.

Financial and Commercial Management

- Prepare, manage and monitor budgets for warehouse, logistics, fleet, facilities and HSEQ activities.
- Maintain effective control over operational expenditure.
- Review supplier and contractor arrangements and support procurement and contract negotiations.
- Identify cost-saving opportunities without compromising safety, compliance, service or resilience.
- Provide timely information for financial planning and management reporting, and develop business cases for significant expenditure.

People Management and Leadership

- Provide effective leadership, coaching and development to the Warehouse Manager and wider operational teams.
- Set clear objectives and ensure employees understand their responsibilities and expected standards.
- Support performance management, employee engagement, succession planning and appropriate staffing levels.
- Work with Human Resources on recruitment, training, attendance, conduct and capability matters.
- Promote accountability, teamwork, respect and continuous improvement, leading by example in demonstrating Company values.

Training and Compliance

- Act as senior management sponsor for operational compliance and safety training.
- Ensure employees complete mandatory training appropriate to their roles.
- Support the Fairway Learning Centre as a platform for operational and compliance learning.

- Identify training needs and ensure relevant qualifications, licences, refresher training and competency records remain current.

Key Relationships

- Internal: Directors, Senior Management Team, Warehouse Manager, warehouse and delivery teams, Store Managers, Sales Administration and Support teams, Finance, Human Resources and other departmental managers.
- External: HSEQ consultants, facilities and maintenance contractors, fleet and logistics suppliers, utilities providers, insurers, local authorities, regulatory bodies, equipment suppliers and professional advisers.

Essential Experience

- Significant experience in a broad operational management role, including oversight of warehousing and logistics.
- Practical experience of health and safety management and compliance.
- Experience managing facilities, contractors and external service providers.
- Experience leading and developing teams and delivering measurable operational improvements.
- Experience of budget management, procurement, cost control and implementing operational policies.
- Experience of managing competing priorities in a fast-paced environment.

Essential Knowledge and Skills

- Strong leadership, people-management and stakeholder-influencing capability.
- Sound understanding of relevant health and safety legislation and operational compliance requirements.
- Strong commercial awareness, financial understanding and analytical decision-making.
- Excellent communication, planning, prioritisation and problem-solving skills.
- Ability to manage change, constructively challenge existing practice and follow actions through to completion.
- Competence in Microsoft Office applications and relevant business systems.

Desirable Qualifications and Experience

- NEBOSH General Certificate or equivalent health and safety qualification.
- IOSH Managing Safely or equivalent.
- Recognised qualification in facilities management, logistics, supply chain, operations or project management.
- Experience in retail, distribution, furniture, home delivery or another relevant multi-site environment.
- Experience managing a commercial vehicle fleet and supporting property refurbishment or store fit-out projects.

Personal Attributes

- Visible, approachable and confident leadership style.
- High personal integrity, sound professional judgement and a strong commitment to safety and compliance.
- Commercially minded, resilient and adaptable, with the ability to maintain focus across changing priorities.
- Decisive and accountable while remaining collaborative and customer-focused.

Key Measures of Success

- Health and safety compliance, audit outcomes and effective management of incidents and near misses.
- Warehouse productivity, stock accuracy, delivery performance and customer service standards.
- Fleet compliance, availability and operating costs.
- Facilities maintenance, statutory compliance and site availability.
- Performance against agreed budgets and cost-control objectives.
- Employee engagement, capability, retention and completion of mandatory training.
- Successful delivery of agreed operational improvement initiatives.

This job description is intended to describe the principal responsibilities of the role. Duties may be reasonably varied to reflect business requirements. Fairway Furniture is committed to equality of opportunity in employment.