



Job Title: Senior Operations Manager

Responsible for: Operations Managers, Shift Managers, Section Managers, Supervisors and wider operational teams

Purpose of the Role:

The Senior Operations Manager plays a key leadership role in the overall management, performance and direction of the warehouse operation. The role is responsible for overseeing multiple operational functions, ensuring the delivery of strong operational performance through effective labour management, process control and continuous improvement.

As a senior leader on site, the role plays a key part in translating operational strategy into day-to-day execution, driving consistency, efficiency and service excellence across all areas of the warehouse.

A critical element of the role is developing and leading operational management teams, ensuring a high-performance culture while maintaining strong client relationships and supporting overall site profitability.

Key Relationships:

- Management team and board members at ILG
- Senior operational leadership, Operations Director and Dangerous Goods Consultant
- Managers across Client Services, Finance, HR, Health & Safety and Facilities
- Suppliers and clients at senior management level

Key Responsibilities:

- Oversee day-to-day warehouse operations across multiple functional areas, ensuring high levels of accuracy, productivity and service performance.
- Lead the delivery of site performance, ensuring operational plans are executed effectively and aligned to business objectives.
- Lead, coach and develop Operations Managers and operational leadership teams, ensuring strong accountability and consistent performance across all functions.
- Ensure labour is effectively planned, managed and controlled in line with volume requirements and cost targets.
- Act as a senior site leader, providing direction, decision-making and operational leadership as required.

- Analyse operational data and performance metrics to identify trends, risks and opportunities, implementing improvements where required.
- Maintain strong communication with Client Services, proactively identifying and resolving operational challenges.
- Support client relationships by ensuring service delivery meets or exceeds expectations and by contributing to client meetings and reviews.
- Drive continuous improvement initiatives across the operation, focusing on efficiency, cost control, productivity and service quality.
- Ensure robust stock management processes are in place to maintain inventory accuracy and achieve client KPIs.
- Support site financial performance through cost control, labour management and operational efficiency.
- Work closely with senior leadership and wider business functions to support new business opportunities and operational change initiatives.
- Ensure compliance with all health and safety legislation and promote a proactive safety culture across all areas of the operation.
- Promote strong communication and engagement across the operation, ensuring clear direction and understanding at all levels.

Performance Standards:

- Order Accuracy: $\geq 99.5\%$
- Warehouse Productivity: Output per hour against agreed targets
- Labour Cost as % of Revenue: Maintain within target range
- Inventory Accuracy: $\geq 99.8\%$
- Client Satisfaction Score (CSAT): Metric to be agreed
- Health & Safety Compliance: Minimum pass for internal audits, zero reportable incidents and full completion of mandatory training
- Budget Adherence: Site operations within $\pm 2\%$ of forecasted budget
- Continuous Improvement Initiatives: Delivery of measurable operational improvements

Skills & Experience Required:

- Strong understanding of warehouse operations within a logistics, distribution or e-commerce environment
- Experience leading large teams within a fast paced, high-volume operation
- Proven ability to deliver operational performance improvements and drive efficiencies
- Strong financial awareness, particularly labour control and cost management
- Experience of working with WMS platforms, data analysis and KPI reporting
- Ability to operate effectively in a multi-client environment
- Strong stakeholder management skills with experience of working cross-functionally
- Experience supporting senior operational leadership or deputising roles
- Knowledge of continuous improvement methodologies
- Experience working within fashion or beauty logistics (desirable)

Personal Characteristics:

- Strong leadership presence with the ability to motivate and influence at all levels
- Excellent decision-making skills with a data driven approach
- Highly organised, resilient and able to manage competing priorities
- Strong communication skills with the ability to build effective relationships
- Results focused with strong attention to detail
- Proactive with a solutions-based mindset
- Ability to operate with pace and confidence in a demanding environment
- Continuous improvement mindset with a drive for operational excellence