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## Senior Operations Manager

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### Who are we?

A pioneer of organic home delivery, Abel & Cole is a brand famous for seasonal organic fruit & veg. Since 1988 we've built close relationships with other brilliant organic pioneers in order to deliver a wide range of fantastic organic food to people's homes across much of England. We represent a refreshing alternative to supermarket shopping, but without being worthy or preachy. No air freight, no silly packaging, no nasty chemicals – just great food produced by people who really love what they do. We deliver to around 40,000 households and we employ nearly 600 great people. We consider ourselves bold, irreverent, genuine, friendly and honest, and it is crucial that this comes across in everything we do. Proud of our culture and values, Abel & Cole is a certified B Corp – a growing movement that uses business as a force for good.

### Role Summary

Abel & Cole are preparing to launch a new sub-brand which focuses on delivering food to the workplace. This new service will offer high-quality food with a convenient and easy-to-use service, married to the ethical values and high standards for sustainable business that Abel & Cole are known for. With backing and support from the main Abel & Cole business, this new brand has been created with a start-up mentality with the long term goal of creating a stand-alone business. The design of the service will be customer-led and tailored directly to the needs of the workplace. As such, we are developing new operating models for supply chain, technology and service – including the goal of flexible, zero-emission last mile delivery from a new network of hub locations within inner London. We are now building a team to deliver this ambitious plan, and are looking for highly-driven, outward-looking individual to join us as our Senior Operations Manager to help develop and launch this exciting new business.

As our Senior Operations Manager you will be responsible for developing, implementing and leading all aspects of the supply chain, from inbound deliveries, through order consolidation, to delivery to customer. You will be at the forefront of shaping a new operating model to the business strategy - designing necessary processes, setting policies and procedures, recruiting internal resource and developing partner relationships. This is an exciting multi-disciplinary role that offers the opportunity to play a leading role in the creation and growth of a new business. If this fast paced, supportive and challenging environment sounds of interest then read on to find out more:

### Here's what you'll be getting up to:

- Design and develop a new supply chain model capable of scaling from single-site to multi-site operation to deliver best-in-class service.
- Use effective recruitment, training and coaching to build a multi-site team to receive and collate products for customer delivery.
- Work with the main Abel & Cole business to develop a 'wholesale' operating relationship alongside other direct suppliers; establish appropriate service level metrics for supplier performance management.



- Develop operating procedures and partner relationships for zero-emission last mile delivery; validate shortlisted partners against in-house options with respect to scalability goals.
- Work with the COO to grow the business through geographic expansion; locate future sites and scale the operating model, drive operational efficiencies and improve service levels.
- Embrace the A&C values and ways of working whilst fostering an exciting, vibrant start-up culture within a new venture.

#### **Here's what we are looking for:**

- Strong operations management expertise in a high-paced, rapid growth environment.
- Experience of 'from scratch' development and scaling of operational processes involving internal teams and 3<sup>rd</sup> parties.
- Able to manage multiple projects and successfully lead business change; highly motivated and results-focussed.
- Excellent communication and interpersonal skills; able to develop relationships, coach and mentor teams, and influence diverse internal and external stakeholders at all levels.
- Organised, independent and focused; able to work with light-touch supervision and direction.
- Strong commercial/strategic awareness; able to demonstrate good judgement and analytical capability, supported by functional experience in finance, manufacturing or retail.
- A willingness to experiment and innovate, coupled with strong integrity and collaborative mind-set.
- An interest in good food!

#### **What we offer**

- This is a full-time position (37.5 hours per week), with flexibility consistent with the nature of the role
- 33 days inclusive of bank holidays running from the 1st May to 30th April.
- A free box of fruit and veg every week (It's pretty delicious!) alongside company discount of up to 35%.
- Cycle to Work Scheme.
- Grants for sport, performing arts, education and non-vocational courses.

To apply, please email your CV and covering letter to [careers@abelandcole.co.uk](mailto:careers@abelandcole.co.uk)