

## Role Specification

### Operations Manager – House of Hazelwood

#### Role Overview & Key Responsibilities

Strong operational management will underpin the success of House of Hazelwood – governing our ability to manage inventory, report effectively, meet customer orders reliably, work with suppliers in a clearly defined manner, guarantee quality standards and monitor our progress against targets as the business grows.

We are looking to recruit an experienced self-starter with the ability to influence colleagues effectively at all levels (from the warehouse and production floor up to directors of the WG&S Group business). The successful candidate will have the capability and mindset to take full ownership of the function, working autonomously to drive progress and deliver against targets set by the House of Hazelwood board. They will find ways to get the job done through their knowledge and ability to influence others within an environment (bottling hall, warehousing, supplier relationships and dispatch) where they will often be competing to secure priority.

House of Hazelwood operates all aspects of bottling, repack, warehousing and pick-pack and dispatch from the WG&S Arete site in Cumbernauld, which is the Group luxury bottling and warehousing facility. This is a shared facility used by other brands owned by the Group. The successful candidate for this position will represent and promote House of Hazelwood's best interests at all times internally, ensuring our business receives the support it requires, that processes are optimized and that costs recharged to the business are fair and reasonable. Over time, the successful candidate may be asked to review each stage of the bottling, warehousing and dispatch process and to explore alternatives to ensure we are securing best value at all times.

#### The requirements of the role will include:

- Agreeing, monitoring and implementing SLAs with Arete and other suppliers – establishing an agreement that sets clear expectations for ways of working and holds all parties accountable for commitments through monthly review sessions.
- Overseeing the purchase of materials, managing stock, planning inventory and overseeing warehouse systems to minimise SLOBs and dry goods write-offs whilst ensuring demand can always be met. This requires a particular emphasis on dynamic changes to forecast as the business grows rapidly from launch and new SKUs are established.
- Managing and influencing stakeholders across all levels of the organisation (including to Group board level) through a combination of soft skills, gravitas, holding partners accountable and taking ownership of problems to find solutions.
- Developing, implementing, and maintaining quality assurance protocols to ensure all suppliers meet required standards (alongside colleagues from WG&S Group Technical and Quality teams).
- Working with internal colleagues in Blending and Procurement to ensure all dry and wet goods movements and transactions are completed smoothly and fillings are planned in advance and completed in an orderly manner.
- Establishing systems to manage trade orders from placement through to successful, timely delivery.
- Working with fulfilment partners (DTC, direct to retail and distributors) and internal colleagues to forge new routes to consumer, eliminating errors, hitting target timelines and delivering excellent customer service.
- Working with in-house DTC Channel Manager and warehouse colleagues to ensure all DTC orders are picked, packed and fulfilled in a timely manner in line with delivery timelines – including recommending alternative ways of working as required.
- Managing all stock rework as required in a manner that optimises value for money and delivers against business requirements.
- Ensuring all operations are carried out in an appropriate, cost-effective, Group compliant manner. The right candidate will constantly look to improve existing processes and procedures to enhance the business's flexibility and profitability.
- Exploring optimal ways of working to deliver pick, pack, dispatch and warehousing efficiencies / quality standards including but not limited to sequential storage of bottles to facilitate quick pick of individual bottle numbers.
- Leading on development of personalisation and gift wrapping proposition either on-site at Arete or off-site if required.

#### Skills & Qualifications

This is a key role within the House of Hazelwood team.. The successful candidate will be a formidable character with a proactive attitude that can both deliver projects themselves and influence partners to do the same. They will be able to demonstrate:

- Extensive knowledge of the end-to-end operations of a manufacturing business, as well as experience of leading the Operations function for a minimum of 2 years.
- Strong communication skills with an outstanding ability to influence and hold to account a number of internal stakeholders and external suppliers across every layer of the organization.
- Experience in negotiating and monitoring SLAs and contracts with both internal and external suppliers.
- Ability to think commercially, with an emphasis on constantly seeking to improve profitability.
- Ability to reliably work productively and to set own schedule without constant supervision – a natural problem solver.
- Adaptability, energy, with a desire to stretch themselves within the role and learn through action.
- Understanding of premium spirits and / or luxury is desirable but not essential.
- Experience working within a DTC environment is desirable but not essential
- Experience of working within a Group business setting is desirable but not essential

**Benefits**

- Competitive salary and bonus
- Private medical insurance
- Travel opportunities
- Degree of flexible working
- Strong development prospects as the business grows