



Job Description

Job Title Assistant Operations Manager	Department Operations
Line Manager Kiran Kumar	Executive Reporting Line Manager Rajbir Sawhney
Contract Term Permanent, Full-time	Contracted Hours Monday to Friday 9am – 6pm This equates to a 40 hour working week, a high degree of flexibility is required in this role.

Overview of Speciality Drinks Group

Speciality Drinks is a fast-growing and world-renowned international spirits company. Founded in 1999, we were one of the first multi-channel, multi-market global drinks distributors and remain leaders in our field.

We’re looking for bright, motivated, passionate and driven people who share our passion for excellence, innovation and delivering great customer service. In return we can offer an exciting, fast-moving, varied environment with great opportunities to develop your career. Could it be you?

Overall objective of Role

Providing day to day support to the Head of Operations and management of the customer service teams. Putting in place best practices and training to ensure the business is streamlined, efficient and is able to provide the best customer service. To ensure compliance, achieving and maintaining required accreditations. This role is perfect for someone who likes a challenge, thrives on pressure and working within a fast paced ever evolving business.

Due to business requirements, it is expected that the role holder will need to have a high degree of flexibility in order to meet the demands of the role. Therefore, it may be necessary to work out of normal working hours due to the nature of the projects, and in order to meet the necessary demands of our client base. **The role holder must be able to adjust to a broad and fluid set of tasks as requirements change in this progressive company.**

Working Relationships

- Directors
- TWE Customer Service Team
- SDL Trade team
- Human Resources
- Warehouse Team
- Finance Team
- Events team
- TWE shops
- SBL Customer Service Team
- Plus, any other business entities under Speciality Drinks Group

Speciality Drinks Ltd.

Elixir House, Whitby Avenue, Park Royal, London, NW10 7SF

Tel: +44 (0)20 8838 9444 | Fax: +44 (0)20 8838 9366 | | www.specialitydrinks.com



Primary Duties and Responsibilities

- Support head of operations in the daily running of the business
- Directly lead and manage the TWE / SDL / SBL Customer Service teams
- Develop and implement cost saving exercises and streamline processes to ensure operational efficiency throughout the business
- Creation and implementation of an ongoing customer service training plan
- Work to improve scores on Trust Pilot and similar customer rating websites
- Liaising with the warehouse management team to assist with the recruitment and resource management as business demands
- Working with HR on recruitment and performance management
- Ensuring the business is compliant with new and current legislation, as well as all trading standards and traceability requirements
- Work with the business to attain BRC 'Warehouse & Distribution' accreditation
- Working to maximize profit in the business by streamlining costs for temporary staff and logistics providers
- Negotiation of new and existing external contracts to ensure best terms and price
- Ensure the company is H&S compliant
- General administration duties

Key skills and Knowledge

Essential:

- Working across departments to establish effective working relationships
- Excellent verbal and written communication skills
- High level of numeracy
- Excellent administrative skills
- Excellent planning skills in order to meet required deadlines
- Ability to remain calm under pressure and react swiftly and decisively
- Computer IT literate; Microsoft office suite
- Excellent attention to detail
- Enjoy working in a fast-paced environment
- Team player with excellent interpersonal skills
- Demonstrate a tenacious 'can do' attitude
- Negotiation skills
- Ability to multitask
- Problem solving

Desirable:

- Interest in wines and spirits
- Previous experience and knowledge with WMS / ERP
- Certified First Aider / Fire Marshall or willingness to achieve certification

Qualifications and Experience

- Minimum 3 years managerial experience within a FMCG environment

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Key Behaviours

- Strong organisational skills
- Self-motivated and results driven
- Flexible, reliable and hardworking
- Able to communicate well with others and strong interpersonal skills
- Commercially astute
- Presentable and professional at all times
- Leadership skills

A training plan will encompass the following to ensure effectiveness of the employee and to meet our safety standards:

- ERP system: De Facto
- Manual handling

Health & Safety Responsibilities:

Act in accordance with the relevant Health & Safety policies and procedures, adhering to legislative compliance and company requirements.

Employee Name: _____
(Please print)

Employee Signature: _____ **Date:** _____

Employer Name: _____

Employer Signature: _____ **Date:** _____