



Operations Manager | Job Description

Ref: R00124

VoCoVo Company Overview

Every day, 50,000 people in 5,000 locations are doing business using VoCoVo technology. Our devices connect and deliver technology to deskless and remote workers.

VoCoVo is a leading voice & technology Challenger brand – many of Britain's biggest household names rely on our voice communication technology to connect their workforces: Tesco, Co-Op, TK Maxx, Primark. We work with big names, but we operate a lean team. 30 of our 80 employees work in Research and Development, leading the way in developing voice-activated software for business.

In the Best Companies league table we are ranked number 37 on the list of best small companies to work for in the UK, and third overall in the telecoms sector. We know we can better that.

You will be an experienced professional looking to join a company which will enable you to achieve a personal best, as well as a company best. We will back those who challenge us and in return we take care of their personal welfare and wellbeing.

We offer challenge, autonomy, personal growth and reward.

We require commitment, high performance, integrity and personal responsibility.

We are seeking an Operations Manager who can match our game – and raise it.

Strongbyte Solutions trading as **VoCoVo**

Wychwood Business Centre, Milton Road,
Shipton-Under-Wychwood, Oxfordshire, OX7 6XU

T: +44 (0) 3301 373789 | E: hr@vocovo.com



Overview

To lead happy, safe & motivated warehouse teams in the UK & EU, ensuring all orders are dispatched on time to the right standard, whilst keeping tight control of all costs and continuously improving processes & efficiencies.

Responsibilities

- Lead a happy, safe & positive VoCoVo Operations team in the UK
- Build a close relationship with our Dutch 3pl partner to ensure an efficient VoCoVo processing, packing & dispatch operation in The Netherlands
- Manage our significant growth & change in the EU as we build our operational capacity within our 3pl warehouse
- Proactively plan resource & stock levels in both warehouses to meet future demand
- Be adept at workforce planning, to determine future workforce needs as our operational business model changes
- Create & adhere to operational budgets for the UK & EU operations
- Be fully conversant with all operational expenditure across the two territories
- Be proficient in cost control. Identifying savings & improvements
- Ensure stock on hand in both warehouses is available to meet current & forecasted demand
- Maintain inventory planning tools, to evaluate stock availability in all locations
- Work closely with Purchasing to discuss stock order quantities & deliveries
- Schedule & track inbound & outbound shipments
- Negotiate the best rates with carriers
- Ensure all orders are delivered on time to the “right first time” quality standard.
- Monitor the quality of our “goods in” from suppliers & maintain accurate records following our processes.
- Manage stock control across all warehouses.
- Manage stock takes efficiently
- Develop annual OKRs in line with the company OKRs
- Work with your team to develop Operational OKRS
- Hold regular performance / personal development 1:1's with your team
- Ensure compliance with Health & Safety
- Ensure all territories meet key performance indicator targets
- Produce regular KPI reports
- Coordinate staff recruitment & training
- Maintain ISO accreditation

Strongbyte Solutions trading as **VoCoVo**

Wychwood Business Centre, Milton Road,

Shipton-Under-Wychwood, Oxfordshire, OX7 6XU

T: +44 (0) 3301 373789 | E: hr@vocovo.com



What does success look like? Smart Objectives

- Maintain budget
- Accurate EOY stock count with no more than a 2% variance
- No accidents & less than 5 near misses p.a
- Warehouse Perfect Order Rate of 98.5%
- On time Deliveries of 98.5%
- Work well alongside & is valued by other departmental colleagues
- 100% of OKRs are delivered on time
- Stock is available in each location to satisfy all orders

Dimensions of the role

- Manages a UK VoCoVo team of 6
- Works alongside a EU 3pl warehouse team processing & dispatching VoCoVo orders
- Responsible for a £ multi million worth of inventory
- Responsible for the annual Operating Budget
- Regular travel & working in The Netherlands will be required

Key Competencies

- Strategic thinking
- Communication and organisational skills
- Interpersonal skills
- Attention to detail
- Decision making
- Problem solving and identifying solutions
- Customer focus
- Ability to motivate and galvanise a team
- Vision and leadership
- Dutch speaking is an advantage

If you are excited by this challenge then we want to hear from you.

To apply please forward your CV and covering letter, detailing why you feel this role is the perfect for you to hr@vocovo.com

Strongbyte Solutions trading as **VoCoVo**

Wychwood Business Centre, Milton Road,
Shipton-Under-Wychwood, Oxfordshire, OX7 6XU

T: +44 (0) 3301 373789 | E: hr@vocovo.com