

# JOB DESCRIPTION



**Job title:** Operations Manager

**Reporting to:** Managing Director

**Revision date:** February 2026

## Job Summary

This is a key, hands-on, office-based role within a small, busy business, responsible for keeping daily operations running smoothly across the sales office and warehouse. You'll plan capacity and priorities, coordinate workflow and keep performance on track. You'll maintain clear ways of working, drive practical improvements, and keep metrics visible and acted on. You'll set the team rhythm, own core ops compliance, manage key suppliers/contracts and cost control, and uphold stock discipline – and you'll be accountable for the results.

The role is about co-ordination, consistency and follow-through — making sure priorities are clear, the basics are done brilliantly, and customer service stays at the heart of what we do. You'll work closely with the Managing Director and senior team and will be central to keeping communication flowing and standards maintained across the business.

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## Role responsibilities

- Run day-to-day operations so orders flow, customers are looked after, and deadlines are met.
- Plan and balance capacity across teams (labour, rota/cover, peak planning, priorities).
- Co-ordinate cross-department workflow.
- Build and maintain clear, documented processes: standard ways of working, procedures, handovers, escalation routes.
- Reprioritise quickly when plans change, keeping service levels and deadlines on track.
- Drive improvements that reduce errors, rework and cost, and implement practical solutions.
- Run team meetings and 1:1s, setting clear expectations, coaching performance, and keeping a steady day-to-day rhythm.
- Operational compliance: H&S, fire safety, training records, incident follow-up, and day-to-day safe working practices.
- Manage key ops suppliers and contracts (couriers, facilities, equipment), resolving recurring issues.
- Keep operational metrics visible and acted on by maintaining a dashboard, using it to spot issues early and drive follow up actions, and providing a monthly performance summary to senior management.
- Support stock and inventory discipline: accuracy, controls, counts, returns/claims processes.
- Handle operational problem-solving: remove blockers fast, make decisions within agreed limits, escalate the right things early.
- Support budgeting/cost control for ops spend and identify savings without harming service.

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## **Sales Administration**

- Accountable for –
  - sales office admin: order flow, call handling, service levels, and customer query resolution, with day-to-day delivery by the Sales Admin team.
  - credit control and collections activity (including escalations), with day-to-day delivery by the Credit Controller.
  - buying administration and purchase ledger processes, with day-to-day delivery by the Finance & Buying Administrator.
  - customer master data integrity, including the accurate maintenance of special pricing and terms, approved by the Sales Manager and delivered by the Sales Admin team.
- Accountable for customs compliance for non-UK customers, establishing the standard way of working and overseeing day-to-day delivery by the Sales Admin team.
- Authorising Sales Office staff holidays

## **Warehouse**

- Accountable for warehouse performance, compliance and standards, with day-to-day management delivered by the Warehouse Supervisor.
- Set priorities and metrics, review performance regularly, and remove blockers/escalate issues to protect service levels.

## **Compliance & Safety**

- Develop and implement standard operational policies including H&S policies/ Fire Action Plans and produce risk assessments, with support from external specialists when necessary.
- Ensure compliance with Fire Risk Assessment and fire safety checks and evacuation procedures. Carry out regular fire awareness training and fire evacuation tests.
- Maintain valid Fire Warden and First Aider certification.

## **Facilities, Assets & Suppliers**

- Manage utilities, contracts and billing.
- Ensure ongoing compliance with company insurance requirements.
- Maintain the Asset Register for company equipment and other key insurable items.
- Create and maintain an up-to-date maintenance register for all company equipment and assets, ensuring inspections, servicing and renewals are scheduled and completed on time.
- Manage office systems (eg VOIP phone system, printers, franking machine) and supplier liaison and contract management.
- Act as 2nd-level keyholder for alarm call-outs.
- Liaise with external IT support partners to resolve new and ongoing issues plus on-site management of planned upgrading works.

## **Director Support**

HR:

- Support the Managing Director with recruitment of new staff and carrying out onboarding/offboarding. Also assist with HR administration and liaising with our external provider where needed.
- Prepare training plans.
- Organise temporary staff cover as and when required.

Finance:

- Authorise and reconcile company credit card and cash expenses.
- Support basic budget preparation/cost tracking as necessary.
- Authorise and post non-stock invoices to the purchase ledger for month-end accounts, resolving any related queries.

Commercial:

- Support the Commercial Director by overseeing the internal sales function is managed effectively through the sales admin team.
- Oversee the smooth running of the company website and field sales system, liaising with external providers to resolve issues and drive fixes.

Required Skills & Attributes	
Experience	<ul style="list-style-type: none"><li>• Proven operations/office management experience preferably in a commercial environment.</li><li>• Experience in distribution, logistics or wholesale is helpful but not essential.</li></ul>
IT skills	<ul style="list-style-type: none"><li>• Strong all-round IT skills, especially Excel.</li><li>• Confident learning new systems; Sage 50 experience is an advantage.</li></ul>
Core capability	<ul style="list-style-type: none"><li>• Process-led, organised and detail-aware — able to build simple routines, processes and ensure follow-through.</li><li>• Comfortable juggling priorities and keeping work moving without close supervision.</li><li>• Practical people manager who balances detail and relationships — sets standards, coaches performance, and ensures rota/cover works while keeping processes and numbers under control.</li></ul>
Communication	<ul style="list-style-type: none"><li>• Clear, concise written communication (emails, internal updates, and external responses).</li><li>• Confident verbal communicator — briefs teams, sets expectations, and handles internal and external issues calmly.</li><li>• Adapts approach to different audiences; listens well and asks the right questions to get to the root cause.</li><li>• Handles difficult conversations respectfully (performance, process compliance).</li><li>• Can communicate priorities and follow-through — clear actions, owners, deadlines, and closure.</li></ul>
Mindset	<ul style="list-style-type: none"><li>• Approachable, helpful and customer-focused.</li><li>• Trusted with confidential information and takes pride in doing things properly.</li></ul>
What success looks like	<ul style="list-style-type: none"><li>• Daily operations run smoothly and consistently with everyone working the Lomond way.</li><li>• Back office and warehouse stay aligned on priorities.</li><li>• Customers receive consistent, reliable service within set service levels and queries are resolved within set timescale.</li><li>• Admin and compliance tasks are completed reliably and on time.</li><li>• Overheads and service costs are controlled — necessary, planned and within budget.</li><li>• Issues are identified early, communicated clearly, and followed through to resolution.</li><li>• The team has clear structure, standards and a steady day-to-day rhythm.</li><li>• Strong H&amp;S and fire compliance is maintained through clear processes and prescribed routine checks.</li><li>• Lomond remains a safe, positive and well-run place to work.</li></ul>

## Lomond Books Ltd – General Information

<b>Position:</b>	<b>Operations Manager (office based)</b>
<b>Location:</b>	12-14 Freskyn Place, East Mains Ind Est, Broxburn, EH52 5NF
<b>Hours of work:</b>	37.5 hours per week 9am - 5pm Monday to Friday with half hour unpaid lunch break.
<b>Start date:</b>	Negotiable.
<b>Contract type:</b>	Full Time/Permanent.
<b>Salary:</b>	Salary range £38k to £40k per annum DOE.
<b>Probationary period:</b>	6 months (with the option to extend to 9 months) Probation does not affect pay, discretionary bonuses, holidays or access to company benefits, the only difference during probationary period is the notice period: 2 weeks during probation, increasing to 1 month/3 months thereafter based on length of service.
<b>Reviews:</b>	Given the scope of the role, we operate a structured 12-month review period. Reviews take place at 3, 6, 9 and 12 months, with clear goals and feedback at each stage.
<b>Salary reviews:</b>	Cost of living salary increases/discretionary bonuses awarded annually based on company performance.
<b>Holiday entitlement:</b>	25 days annual leave plus 9 public holidays. Long service holiday award accrued up to a maximum 28 days annual leave after 5 years' service (3 days leave to be reserved for Christmas closure). Christmas Eve is a company-wide holiday (no annual leave required).
<b>Pension scheme:</b>	Eligible to join after 3 months service (3% employer / 5% employee contribution)
<b>Sick pay scheme:</b>	Staff will qualify for sick pay after one year's service.
<b>Staff discount scheme:</b>	Generous discount for staff on retail prices of stock.
<b>Dress code:</b>	Casual.
<b>Office facilities:</b>	Kitchen facilities, free tea, coffee and milk. Ample free on-site parking. Free to use electric vehicle charge points available on site.