

LGM Products Ltd
Unit 15 Riverside Industrial Park
Dogflud Way, Farnham
Surrey GU9 7UG
United Kingdom

Registered in England: 3574049
VAT Reg No: 709 1120 69
Fax: +44 (0) 1252 727627
lgmproducts.com
signaline.com



Operations Manager

Salary: £35,000 - £40,000

Location: Church Crookham, Fleet

Diversity Matters:

We value individuals for their contributions and capabilities regardless of background. It's what you do that counts.

Who we are:

Our mission is to safeguard people and places, worldwide, as the preferred supplier of specialist life safety solutions. We have already achieved many milestones in this journey and now proudly export British made product to over 80 nations worldwide.

But we are not stopping there. Our young, talented and driven team are continuously exploring new opportunities for growth and to expand our horizons.

Being a family-owned business we passionately believe in doing business the right way and therefore prioritise our values in the way we approach our work;

- Integrity in every decision
- Prioritising sustainability
- Respect and kindness. Always.
- Celebrating achievements

The Role:

This is an onsite role and the Operations Manager will be responsible for the daily operations of the warehouse facility ensuring efficient utilisation of resources, optimising processes and maintaining high standards of safety, quality and productivity.

This role requires strong leadership skills, a keen eye for detail and the ability to effectively manage a team to achieve operational excellence.

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Key Responsibilities:

Operational Oversight:

- Develop and implement operational policies, procedures and best practices to streamline processes and enhance productivity.
- Oversee all aspects of warehouse operations, including receiving, storage, picking, packing and shipping of goods.
- Supervise the strategic allocation of resources to align with demand, encompassing proactive anticipation of forthcoming orders to optimise customer service through early dispatch or preparatory measures.
- Develop and implement efficient workflow processes to maximise productivity and minimise errors.
- Monitor inventory levels and ensure accurate stock management through regular stock takes and reconciliation.

Logistics Management & Oversight:

- Daily management of UK and International despatches.
- Effective and timely communication with international customers regarding despatch timelines and requirements.
- Produce and manage all despatch documentation and compliance; to include but not limited to invoices, certificates, airway bills etc.
- Cultivate and maintain relationships with courier services to ensure efficient logistical operations.

Resource Management:

- Manage resources effectively including personnel, equipment and materials, to meet operational objectives.
- Responsible for ensuring optimal stock levels based on company objectives and customer need.
- Identify opportunities to enhance resource efficiency through automation, outsourcing or other means.

Leadership and Team Management:

- Lead and motivate our warehouse staff, fostering a culture of collaboration, accountability and continuous improvement.
- Provide guidance and support to individuals in their professional growth and skills development, while ensuring that the warehouse team maintains the proficiency necessary to consistently meet business and compliance standards.

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Customer Service:

- Resolve difficult situations with customers, such as missed or delayed deliveries, damages in transit or other complaints.
- Communicate effectively with customers by providing accurate tracking numbers and timely updates on the dispatch status of their orders.

Compliance:

- Responsible for maintaining and overseeing all compliance activities related to ISO 9001:2015 (Quality Management System).
- Responsible for Health, Safety, and Environmental (HSE) compliance within both warehouse and office environments.

Skills, Knowledge and Expertise:

- Proven experience in warehouse, logistics or assembly line management or a similar operational leadership role, preferably in a fast-paced distribution or manufacturing environment.
- Strong Excel and IT skills.
- Experience with ERP and CRM systems such as Sage or SAP preferable.
- Strong leadership and team management skills, with the ability to inspire and motivate others to achieve common goals.
- Excellent communication, interpersonal and problem-solving skills.
- Flexibility to adapt to changing business needs and priorities.

Benefits:

- 26 days holiday plus bank holidays
- Cycle to Work Scheme
- Company pension scheme
- Free parking on site
- Small friendly team
- Annual charity fundraising events