



OHH DEER

WORK WITH US  
OPERATIONS ASSISTANT

## ABOUT US

Founded by Jamie Mitchell and Mark Callaby in 2011, Ohh Deer is an independent, fast-growing start-up company selling greeting cards, stationery and gifts.

Greeting Cards remain our main product but over the years we have diversified our offering and now make and sell other stationery and gift items.

We have become firmly established within our industry selling to retailers across the world, direct to customers online and via our subscription boxes: Papergang, Artful, Put A Sock In It, Jewel + the Gang and Barry's Cactus Club.

We're passionate about what we do and aim to be the leaders in our craft. We source the best artists, suppliers and staff to help us meet these expectations.

We continue to be ambitious and want to grow the business further which this role will play an important part in supporting.

## OUR VALUES & ENVIRONMENTAL PLEDGE

Ohh Deer and all of our projects uphold the same values. We believe in inclusivity, acceptance, tolerances, equality and equity. We actively advocate the importance of nurturing positive mental health and have zero-tolerance on any form of discrimination.

We love to celebrate art and believe that we have an opportunity to showcase work on our products and platforms.

We believe that we are all responsible for our planet and we actively put the environment first. You can read more about our practices here:  
[ohhdeer.com/pages/our-environmental-pledge](https://ohhdeer.com/pages/our-environmental-pledge)

We also collaborate with many charity partners including an on-going partnership with Tree Aid. We have also worked with The Butterfly Conservation, Switchboard LGBTQ+, M.E. Association, Blurt Foundation and Arthouse to name a few.

PAPERGANG

**BARRY'S  
CACTUS  
CLUB**

**artful.**  


## EQUALITY, DIVERSITY & INCLUSIVITY

At Ohh Deer, we are deeply committed to embedding good equality and diversity practice into all of our activities to ensure an inclusive, welcoming and inspiring place to work, regardless of age, disability, gender reassignment, marital status, pregnancy and maternity, race, religion, sex or sexual orientation.

Our core values reflect a strong commitment to equality, diversity and inclusion. We strive to represent, celebrate and embrace diversity. All staff and partners, including suppliers and artists, have a responsibility to enact Ohh Deer's values and priorities, eliminating disparities and ensuring equal opportunities regardless of race, ethnicity, sexual orientation, gender identity, age, language, abilities/disabilities, socioeconomic status, geographic region, or other defining characteristics so that everyone feels welcome and valued.

We encourage and welcome applications from all. We are unbiased when offering interviews, appointments and promotions and look at merit and skill. We recognise that experience can be used in place of formal education. All hiring managers are provided with learning resources to help them avoid unconscious bias and decisions are never made by one individual.

We use structured interviews (where each candidate is asked the same question or set the same task) which allow us to make informed decisions, avoiding unfair bias.





## ABOUT THE ROLE

This role is at the core of Ohh Deer, based in the Operations team. You will be working closely with the Operations Manager on the day to day operations of the company. The Operations team includes Purchasing & Planning, Development & IT, Warehouse & Fulfilment and Finance teams and this role will be pivotal to the day to day workflow of each of these teams.

In this position, you will assist the Operations Manager in the execution of projects, ensuring strategies are in place and delivered; there will be a keen focus towards business efficiencies, both spotting and implementing changes to provide cost savings, and helping to ensure the smooth operation of the business.

## ABOUT YOU

You have hands-on experience in a similar position, ideally within an operations team or similar. You must know how to analyse data and implement strategy and change. You need to be confident around numbers and have no difficulty making decisions based on the information you've gathered. Strong time management skills are essential as you need to be able to construct project timelines and have excellent communication skills.

You need to be a confident, self-sufficient worker, and have no trouble managing your own time, to ensure that all tasks are completed on time and accurately.

You must be able to crack on with the job without too much direction, allowing for our Operations Manager to be involved on a more macro level.

### Skills

- Acute eye for detail + Efficient time management
- Excellent with numbers & analytical way of thinking
- Excellent grasp of data management & manipulation, via Microsoft Excel or G Suite (Google Sheets) - the latter being preferable but not essential
- Business Management qualification or hands on experience

## ADDITIONAL INFORMATION

### We offer...

- an excellent staff discount scheme (40% off Ohh Deer with free greeting cards)
- flexible working. We have core working hours (10am-4pm) & you can be flexible on either side of this.
- a company pension.
- to cover counselling for up to 10 sessions for whatever reason.
- a relaxed, dog friendly, working environment with free tea and coffee.
- social gatherings, including an annual Summer and Christmas party.
- Increased annual leave entitlement with longevity.
- opportunities for your personal development.

# JOB DESCRIPTION

Job Title:	Operations Assistant
Department:	Operations
Reporting to:	Operations Manager
Responsible for (subordinates):	N/A

**Job Purpose:**

Assist in the day to day operations of the company in line with the work of the Operations Manager; ensuring that the company runs efficiently, smoothly and within budget. Help strategically analyse and review company operations in order to identify and implement efficiency improvements and cost-saving benefits.

**Duties and Responsibilities:**

- Assist in implementing the operations strategy that ensures the smooth operation of the company, manages future growth efficiently and generates the best return on investment.
- Help analyse company data and operations in order to identify benchmarks, and implement positive, cost-saving change as well as helping to steer future strategic decisions for the company.
- Help ensure business operations are performed at peak efficiency, supporting teams within the company to promote better working practices.
- Assist in ensuring that regular financial reports are produced for the company directors, including budgets and forecasts, and strategically analyse data that feeds into future company decisions.
- Help ensure the smooth operation of the warehouse and fulfilment and make sure that orders are delivered correctly and to customer/company expectations.
- Help ensure that inventory is controlled accurately including making sure that stock is purchased on time and within budget/cash-flow constraints, to maximise stock churn and stored correctly.
- Assist with technical system development, support and integrations for the company, ensuring issues are resolved promptly and are robust to support future growth and usage.
- Help ensure all Health and Safety, Security and other required legislation is met.

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- To regularly review set KPI's, prepare regular activity reports and metrics and report directly to the Line Manager.
- To undertake ad hoc projects as required in order to meet the needs of the business.
- To contribute to process and systems development, through making suggestions and recommendations to the directors, in order to assist in the growth and success of the Company.

- To assist colleagues and to support the Company generally, through undertaking additional duties and tasks from time to time as and when required.

### Qualifications, Knowledge and Experience:

#### Essential

- Excellent grasp of data management & manipulation, via Microsoft Excel or G Suite (Google Sheets) - the latter being preferable but not essential.
- Excellent with numbers & analytical way of thinking, ideally GCSE Maths at B minimum.
- Business Management qualification or hands on experience.
- Strong knowledge of e-commerce and the challenges it produces.
- Acute eye for detail.
- Efficient time management.
- Growth management.
- Experience of cost saving processes.
- Experience of cross-departmental working.
- GCSE English or equivalent at Grade C or higher with an excellent grasp of English grammar, punctuation and spelling.
- Experience of using Google Analytics and other tools to maximise return on investment.

#### Desirable

- Experience of working in a small business.
- Experience of Warehouse management systems.
- Experience in implementing process & system change.
- Strong project management skills.
- Experience of Order Management software and website operating systems, in particular Shopify.

### Skills, Abilities and Competencies:

#### Essential

- Creative, innovative and analytical
- Excellent customer service skills
- Excellent negotiating and influencing skills
- Ability to be an ambassador for the company
- Able to manage team members to maximise performance
- An energetic self-starter
- Problem-solving skills
- Ability to work effectively independently and as a team player
- Ability to work to deadlines and project scopes
- Ability to work smartly and cost effectively.
- Willingness to work outside office hours as and when required
- Ability to prioritise and to manage time effectively
- Excellent communication skills
- Excellent attention to detail and highly organised
- Ability to work flexibly and to adapt to the needs of a small business
- Ability to understand the brands' identities, voice and audience

## HOW TO APPLY

Please send a copy of your CV and Covering Letter to [jobs@ohhdeer.com](mailto:jobs@ohhdeer.com).

Applications close on Sunday 22nd August 2021. **Please note:** We may decide to interview before this date.

**Salary range between £20 - 22k per annum based on experience.**

We're based in Loughborough Town Centre, Leicestershire, UK. Due to the nature of the work involved we're only considering candidates who are able to work from our main offices as well as being able to travel to our warehouse which is based just outside of Loughborough in Burton on the Wolds.

The role is a full-time position, 37.5 hours per week.

