

WINGBACK

Operations Executive

ABOUT WINGBACK

We are an award-winning design and manufacturing company based in the heart of London. We proudly stand as an alternative to mass production and disposable culture: everything we make is designed to last for generations, not seasons. In that sense, we're a little old school: we plan to be making and guaranteeing exceptional British products in 100 years' time. Since 2014, we have produced the very best of British design and engineering for the everyday, and we have been growing our business and our team carefully.

Everyone at Wingback is a multitasker: we're a small team with many facets, talents and specialisms. We design products for every journey: from commutes in the city to hiking in the wild. Wingback products are made with exceptional materials, attention to detail and care. They are minimal, beautiful and, without question, useful.

We believe good design includes minimising the impact our products have on the environment. That's why we only source our materials from reputable local suppliers in the UK and Europe. Our leather is a by-product of the cattle industry and all our packaging is 100% recyclable, we are certified climate neutral, and we are focussed on long-term, healthy, sustainable growth by putting the planet first. We create products with singular lasting power: to be bought once and cherished forever.

THE ROLE

We are looking for a smart, hard-working, all-rounder who might be a recent graduate or career-changer with a strong interest in business and customer service, who has a keen eye for detail, and an interest in an operational career.

Adaptability and flexibility are key! With a small team, we all have to roll up our sleeves and muck in. Ultimately, we are looking for a team-player: someone with a real desire to learn the ins-and-outs of a growing design business.

1. CUSTOMER SERVICE
 - a. Live Chat support via Gorgias Chat and on social media
 - b. CRM
 - c. Responding to order enquiries via email
 - d. Responding to pre-purchase product queries
2. FULFILMENT
 - a. Tracking inventory and managing order for un-personalised B2C orders
 - b. Picking parts

- c. Product assembly
 - i. Engineered metal goods
 - ii. Leather goods
 - iii. Luggage
 - d. Quality control
 - e. Postage preparation
 - f. Packing
3. Supporting Line Manager with
 - a. Supply side operations
 - b. B2B and corporate orders

THE RESPONSIBILITIES

- Assist with daily operations on site
- Assist with planning
- Assist with the development of in-house training
- Implement standard procedures for cleaning tools and equipment maintenance
- Interpret request for proposal/quotation specifications for B2B orders
- Identifying low stock levels
- Assisting and implementing environmentally sustainable work practices
- Provide advice and guidance on issues relating to training as required
- Supply resources to service sites

THE REQUIREMENTS

- Degree or equivalent experience
- Previous experience in a similar role, understanding of business operations
- Customer service experience
- Excellent written and verbal communication skills
- Superb organisational skills
- Outstanding interpersonal skills
- A willingness to learn and grow with the company

THE REWARDS

Full Time

Minimum £25,642.50 (London Living Wage) - £30,771 + Bonus + Benefits depending on experience

24 days' holiday pa (plus Bank Holidays)

Sick pay

Based at the iconic Oxo Tower on London's Southbank

Pension contributions

Please send CV and brief cover letter to operations@wingback.co.uk - we look forward to hearing from you!