

**Job Title:** Senior Operations Manager  
**Contract Type:** Permanent  
**Start Date:** Immediately  
**Reports to:** Managing Director



**BYBI**

## **BYBI**

We are a skincare brand who formulate clean and efficacious products, designed to optimise your skin's health. But alongside that we are also a values-driven brand who are trying to create change in an old-fashioned industry. We are striving to do better when it comes to our planet; be that through our raw materials, packaging or suppliers, whilst committing to only using 100% natural, vegan and cruelty-free ingredients.

BYBI stands for By Beauty Insiders. Founded by Elsie & Dominika in 2017, beauty bloggers, trained formulators and skincare experts who with the help of the team create products based on what they want and what they know doesn't yet exist.

We are looking for a self-starting individual with a passion for excellence and operations, to join our energetic, entrepreneurial team. You will be required to manage the end to end, day to day operational tasks within the business. With equal focus on customer/supplier relationships and forecasting & planning, we need someone who possess both excellent analytical skills as well as a strong competency for communication. We need someone who thrives working in a fast-paced environment, can implement structure and improvement as well as firefight the inevitable issues that arise in supply chain. This is a fantastic opportunity for an individual looking to work within a fast growing – global beauty business.

## **Duties & Responsibilities**

### **Demand and Production planning**

- Develop demand forecasts working with the sales and marketing teams, and all relevant data feeds such as stock holding & EPOS
- Review historical sales trends
- Analyse forecasts, shipments and customer orders to determine inventory requirements
- Create production plans based on Forecasts. Work with the factory to ensure successful distribution direct to customer or warehouses (UK & US)
- Interact with sales, marketing, and finance to understand demand forecast drivers
- Provide input to the Supply Planning and inventory strategies on existing items, new products, and product phase-outs
- Organising shipment of components
- Project manage any small-batch in-house production
- Oversight of NPD launches

## **Stock management and Customer ordering**

- Running the 'Order to Cash' processes
- Coordinating the orders inbox(s) and ensuring orders are acknowledged on a timely basis and entered into warehouse system
- Point of contact for customer queries regarding late / missing deliveries or where product has been received short or damaged. To liaise with the relevant departments and investigate the query and respond in a professional manner to the customer. To maintain and track investigations and report monthly as part of a set of KPI's
- Manage logistics processes to generate the most cost-efficient shipping methods to customers
- Develop and direct the management of remote warehousing (UK & US) ensuring proper and timely receipt of finished goods, efficient order processing and accurate inventory control
- Work with account management team to develop customer relationships to better understand how the company can better service their needs to maximize efficiencies in service and cost for both parties

## **Finance**

- Assist with the preparation of monthly management accounts through stock reconciliations and gross profit margin variances
- Ad-hoc financial analysis
- Assist with cash flow management
- Prepare weekly/monthly reports for different business units
- Quality checks of internal data for consistency
- Supplier management

## **Corporate Processes and Efficiencies**

- Help develop, build and evolve our processes and systems to ensure we are fit for purpose and future proof
- Owning and reporting on the relevant KPI's for each area (Cost to serve/Case fill rate)
- Implementation of stock system
- Manage day-to-day corporate operations requirements eg IT support procurement, office logistics
- Working with the Managing Director, lead any internal process change eg system implementation
- Ownership of US launch and long-term operational ownership

## **Candidate Profile**

- Essential experience:
  - 4-6 years' experience
  - Supplying into major retailer essential
  - Managing 3PL essential
  - Looking after US fulfilment desirable
  - Setting up a forecast from scratch
  - Best in class experience with beauty or FMCG brand
  - Good knowledge of Excel

- Personal Qualities
  - Highly analytical, organised, proactive, and self-motivated
  - Change enthusiast with attention to detail Be able to effectively prioritise both short and long-term deadlines
  - Demonstrated ability to critically monitor costs and efficiencies
  - A willingness to go above and beyond
  - Proven ability to manage multiple projects simultaneously in a fast paced, dynamic environment
  - Superior communications skills - written and verbal

### **Working conditions**

- Home based at present, normal place of work Farringdon
- May be required to travel to United States
- Competitive salary and benefits
- Criminal Record Check is required
- Must have valid Visa or right to work in the UK