



PR/117905 | Operations Manager

Job Information

Recruiter
[JAC Recruitment UK](#)
Job ID

1538369

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

United Kingdom

Salary

Negotiable, based on experience

Refreshed

May 1st, 2025 20:18

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Freight Forwarder – West Drayton, Middlesex

Operational Staff – Intl Freight, Transport & Warehouse, HHG

Position :

Operations Manager

Reporting to: Senior Manager

Key Responsibilities:

- The Operations Manager will be responsible for data entry, approving accounts payable, staff overtime

authorisation, managing the Department staff, helping and creating organizational and program budgets in collaboration with the Senior Manager and other miscellaneous tasks.

- Reporting to the Senior Manager and serving as a member of the Management Team along with the Senior Manager and Directors of the Company. Primary responsibility is ensuring organizational effectiveness by providing leadership for the department's daily functions, contributing to the development and implementation of organizational strategies, policies and practices.

Responsibilities:

- Improve the operational systems, processes and policies in support of organizations objectives-- specifically, support better management reporting, information flow and management, business process and organizational planning.
 - Manage and increase the effectiveness and efficiency of In-House and external Service Providers through improvements to each function as well as coordination and communication between support and business functions.
 - Play a significant role in long-term planning, and initiative geared toward operational excellence and source most effective services.
 - Assist in the preparation of department's budget in coordination with the Senior Manager.
 - Monitor and authorise all invoicing in the department.
 - Manage the department's overtime and attendance.
 - Assist in the recruitment and appointment of Operational staff up to Assistant Manager Level.
 - Responsible for staff appraisals and staff development initiatives up to Assistant Manager Level.
 - Set direction for Supervisors and Team Leaders in the development of staff knowledge and expertise.
 - Act as a Quality Manager as required under IATA/GDP.

Qualifications

- Strong communication and interpersonal skills
 - Focused and goal-oriented.
 - High knowledge in Security requirements
 - Experience and knowledge in GDP/ISO9001 are preferable.

Responsibilities by Function Financial Management

- Assist in preparation of the department's budgets and planning process for the organization's annual budget with Senior Manager.
 - Manage day to day approval of accounts receivable and payable producing reports as requested within Managerial Limits and monitor cash flow with guidance from Accounts.
 - Reconcile and present monthly activities, generate year-end reports to the Senior Manager.
 - Ensure that Accounting Department's requests are resolved and communicated in a timely manner to internal and external parties.
 - Assist Senior Manager to develop long-range forecasts and maintain long-range financial plans.
 - Prepare annual audit and liaise with all outside vendor.

Organizational Effectiveness

- Manage functions within the department.
 - Increase the effectiveness and efficiency of Support Services through improvements to each function well as coordination and communication between functions.
 - Drive initiatives in the Operations team that contribute to long-term operational excellence.
 - Provide consulting services on matters related to specialist forwarding services.
 - Manage training programs for staff development.
 - Provide hands on support for daily operational activities and backup any short-falls.

Organizational Leadership

- Contribute to short and long-term organizational planning and strategies as a member of the management team.

Risk Management

- Serve as primary liaison for claims, legal and compliance issues arising from operations.
 - Oversee organizational insurance policies in conjunction with General Affairs.

Company Description