



Operations Manager – UK & Ireland

Be part of something special. Join Vanden.

At Vanden, we're passionate about transforming waste into a valuable commodity. Our mission: "Build the UK and Ireland's largest recycled plastic commodities company."

Since we started on our journey, back in 2005, we've developed a worldwide presence, serving hundreds of customers in over 20 countries. And we've grown a strong, capable team of colleagues who are dedicated and loyal.

The wider Vanden Group is headquartered in Hong Kong with operations and representation in Australia, Finland, Ireland, Netherlands, Spain, Turkey & UK. The UK operation is headquartered in Lisburn, Northern Ireland where this role will be based and we operate a recycling facility based in Cambridgeshire specialising in the collection and recycling of a variety of plastic waste from the manufacturing, packing and warehousing industries across the UK.

Our ideal candidate

Goal-orientated, not afraid to get their hands dirty and thrive in a dynamic environment. They turn challenges into opportunities and quickly solve problems. When things are tough, take perspective, step back and remain objective to ensure the desired outcome is achieved. In this way, we stay flexible, seek to pinpoint what really matters and find workable actions, quickly. Our people are eager to stay up-to-date by reading, attending training and take ownership of personal development.

Our Values:

Living the Vanden Values is a key part of our culture. Our Values were created by the people in the business. Over a 6-month period in early 2018 we brought all our teams together to determine what it meant to be part of Vanden. Through a combination of telling stories of colleagues in action and establishing the type of environment we want to create, our 6x core values were born!

These are an important part of understanding if Vanden is right for you! Please take a look on the last page for a full description

Application Process

To apply, you are required to produce a CV and Personal Statement. These need to be tailored to the job description and person specification and show how you reflect the technical and behavioural requirements. Applications can be submitted to hr@vandenrecycling.com.

The selection process:

Successful candidates will be invited to attend a multi-phase assessment that includes:

Step 1: Interview 1

Step 2: Interview 2

Step 3: Interview 3

Step 4: Reference Checks

Expected timeline to complete is 3-4 weeks depending on candidate & reference availability.

Job Summary

Driven to deliver commercial success, the Operations Manager is responsible for the administrative and logistics functions in the business. You tie together our commercial teams by executing their instructions while providing exceptional service to our supplier and customers while advancing our relationships with logistics providers.

An expert in FCL shipments (import & export), you will use an entrepreneurial approach to find unique solutions to meet the business needs. You will act as a partner to business leaders and Logistics Managers in other offices to drive efficient operations and make deals happen. You will lead the Service Delivery Team in Lisburn, work hand in hand with the Commercial Leads based in GB & Ireland and work in partnership with the Vanden's internal UK Logistics Business Partner.

Reporting to the Managing Director, your mission is to unlock commercial success for the Sales & Purchasing teams through delivering operational excellence. Leading the local teams in logistics, and administrative duties, you must ensure the team and processes are working efficiently, meeting customer needs and proactively managing risks.

Part of a global team, you will work with colleagues in other offices to pool resources and coordinate efforts to improve logistics and service offerings.

You must have a proven track record of building and leading an operations team and streamlining business processes in an international trading business.

You are joining a small team that is setting up for rapid future growth, so you must be able to balance the requirement to deliver immediate business needs (doing whatever it takes) with planning for medium-long term goals.

This role is suited to an ambitious individual who is adaptable to change, driven, energetic and with strong connections across the shipping supply chain.

Essential Duties & Responsibilities

- Develop and set up operational systems to ensure smooth, fast and accurate workflow
 - Work with HQ team and other Vanden offices to learn & implement best practices
 - Full business process from PO/SO through to shipment, import/export & delivery
- Lead the Service Delivery team, including oversight of external provider relationships
- Ensure operations are capable of delivering, according to commercial needs at all times
- Develop and implement operational strategy to meet future commercial goals
- Develop and action the tactical steps required to execute strategic plan
- Engage in constant and active risk management, ensuring systems are in place to support
- Oversee the full logistics process from cargo booking to delivery, ensuring a high level of customer service, accurate documentation, risk management and efficient communication of information at all times
- In conjunction with the Logistics Business Partner provide a monthly report to management and commercial teams on forecasted rate movements, availability, future risks and strategy to mitigate
- Work with commercial leaders to develop unique logistics and operations solutions to overcome common objections and/or create a new strategy, secure long-term contracts with limited downside risk
- Be proactive in seeking opportunities to reduce operational costs
- Enhance existing and develop new standard operating procedures to ensure accuracy, risk mitigation, compliance and efficient workflows
- Challenge current ways of working, driving efficiencies, cost savings and minimising opportunity cost
- Contribute to the ongoing development of our recently introduced ERP system to increase efficiencies in business process that lead to higher levels of client satisfaction and quality reporting
- Be responsible for any ad-hoc analyses/tasks requested from management, including the monitoring of and assisting with the audit process
- Train and educate staff on all operational aspects of the business, including logistics terminology, processes and regulatory requirements
- Role model and ensure adherence to a positive culture of compliance on regulatory and company policies

Person Specification

(all criteria are essential unless otherwise indicated)

Knowledge (Education & Related Experience):

- 5+ years' proven experience in Operations or Logistics Management in an import or export trading business
- Experience of developing a high performance team
- Degree holder or equivalent in Business Administration or Operations Management
- Experience in FP&A preferred (revenue analysis, business modelling & business partnering)

Skills & Abilities:

- Able to coach and inspire commercial and operational teams
- Move easily between big picture thinking and managing relevant detail
- Able to use logic and reasoning to appraise situations
- Able to anticipate opportunities and risks
- Able to simplify complex problems and solve them
- Establish the root causes of issues and tackle them, rather than just the symptoms
- Able to build rapport quickly with colleagues and service providers
- Able to conduct in depth analysis and provide valuable insights
- Able to anticipate business needs and play forward defense
- Able to effectively collaborate with colleagues to achieve results
- Able to manage and respond quickly to changing/competing priorities
- Able use MS O365 suite of products to a high level
- Highly organized and detail oriented
- Able to ensure tasks are completed on time and to a high standard

Competencies:

- Willing to take complete ownership of the role and drive success, relentless
- Grit and determination
- Persuasive with a 'can do' attitude, mindful of customer needs (also knows when to say "No")
- Self-aware and reflective on successes and failures
- Focuses on facts and evidence over 'story'
- Not afraid to have challenging conversations
- Willing to learn and follow internal processes, yet happy to suggest improvements
- Professional and ethical in their approach
- Understands that upfront effort prevents issues down the line
- Committed to on-going personal and professional development
- Values team above self

Our non-negotiables

- Action oriented, Builds strong relationships, Curious, Driven to learn, Empathetic, Investigative, Reflective, Resilient, Resourceful, Seeks feedback, Trustworthy

VANDEN VALUES

Teamwork

- We pull together as one unit, not just with those in front of us, but with all of our colleagues spanning multiple continents and cultures. We seek honesty and excellence to bring out the best in each other and do so without ego. Our collective knowledge and willingness to question is our superpower.

Add Value

- In absolutely everything we do. We add value to our people, customers and product through constant education and optimisation. Vanden exceeds expectations in the Service of our customers, using each encounter as an opportunity to sharpen our skills and add more value than anyone else. When in doubt, we ask ourselves – “Am I adding value?”

Growth

- Challenge ourselves and each other to learn new things and improve our skills. Be curious and industrious to redefine the boundaries of our knowledge, service and market. We're proud of our battle scars as our failures will always be the greatest opportunity for growth.

Ownership

- Never afraid to get our hands dirty! We take pride in exercising absolute ownership over the outcome of every task or challenge. We appreciate the power of forming a plan before taking action and jump at the opportunity to take the bull by the horns when we do.

Enjoy The Ride

- It only happens once! We can't always be serious and limit ourselves to be “business as usual”, so we encourage everyone to put their personalities into everything they do.

Gratefulness

- Live everyday with an attitude of gratitude!

MISSION:

Build the UK and Ireland's largest recycled plastic commodities company

VISION:

To be the company that creates the most value from plastic waste. Producing quality commodities and products or empowering others to do so.