



## Operations Manager

**Remote, with occasional travel to retail sites and the fulfilment centre | Full Time | £45,000 - £50,000 FTE, based on experience**

We are a not-for-profit retail organisation with a mission to support charities and communities across the UK. Our operations are centred around a nationwide network of over 100 seasonal pop-up shops, which run during our peak trading period from September to December. These are supplemented by smaller year-round retail outlets and a growing online presence, ensuring we can continue to generate income for good causes throughout the year.

Our model allows us to raise vital funds for a wide range of charitable partners while offering customers meaningful, high-quality products with purpose.

We are a small, agile, and collaborative team that values innovation, accountability, and impact. Everyone in the organisation is hands-on and involved in driving improvements across the business. We pride ourselves on fostering a positive, supportive environment where each individual contributes to the wider mission of delivering real, measurable value to the charities and communities we serve.

### **Are you the right person for the job?**

- 3–5 years of experience in logistics or warehouse management, ideally in a retail setting
- Strong organisational and problem-solving skills with the ability to prioritise workflow and day to day tasks
- Comfortable taking ownership of projects and leading cross-functional initiatives
- Flexibility to adapt to evolving business needs and willingness to get hands-on when necessary
- Proactive, self-motivated, and detail-oriented, with strong organisational capabilities
- Excellent communication and interpersonal skills for cross-departmental collaboration
- Ability to thrive in a fast-paced and dynamic environment, particularly during seasonal peaks
- Demonstrated ability to manage third-party logistics and fulfilment providers

- Full UK driving license
- Must have own vehicle or reliable transportation access
- Experience working with retail supply chains is highly desirable
- Ability to lift and move packages up to 12 kgs as required
- May require occasional evening or weekend work during peak periods or events

### **What will your role look like?**

- Acting as the main point of contact with our third-party fulfilment partner, overseeing service level agreements (SLAs), managing performance, resolving issues in real time and invoice approvals
- Coordinating seasonal product allocation, shop stock replenishment, and order fulfilment in collaboration with retail leads and shop managers
- Managing inbound and outbound logistics, delivery schedules and transport planning, including third-party couriers via our third-party fulfilment partner
- Coordinating and overseeing the set-up and delivery of our EPOS tills with our system partner
- Leading a small, seasonal operations team during peak trading months, including task allocation, training, and performance management
- Maintaining accurate records of stock movements, investigating discrepancies, and supporting stock takes and audit processes
- Overseeing packaging, labelling, and documentation standards in accordance with business requirements and regulatory and environmental guidelines
- While this is a remote role, you will be expected to travel occasionally to partner sites or the fulfilment centre as needed

**To apply, please email [carlie.arkell@cfgc.org.uk](mailto:carlie.arkell@cfgc.org.uk) with your covering letter and CV.**

**We can't wait to hear from you!**

Your data will be handled in line with GDPR.