



*Discover  
something new!*

## **Job Description**

**Title:** Dispatch Team Leader  
**Type:** Permanent  
**Start date:** ASAP  
**Hours:** 5 days per week, 42.5 hours per week, inc. bank holidays, Thursday to Monday  
Competitive, dependent on experience  
**Location:** This role is 100% based at our new HQ in Snodland, Kent (not remote working)

### **Who is Must Have Ideas?**

Whilst still only 4 years old, we're one of the UK's fastest growing ecommerce brands, helping over 1 million customers 'discover something new' every year. One in twenty homes in the UK now have one of our problem-solving products and we're widely recognised as one of the leading ecommerce innovators of the past few years. We're a British success story and our incredible growth isn't stopping any time soon – we'd love you to join us on this exciting journey!

### **The Team**

Based in our swanky brand-new offices, you'll be working with a group of great people who think independently but collaborate as a strong team to deliver exceptional results. Career progression? Absolutely - there are plenty of opportunities to grow and develop, as our rapid growth continues.

### **This Role**

This is an excellent opportunity to join us on our fast-growth journey!

We're looking for super-efficient Team Leader to join our team to manage the dispatch team.

Your responsibilities will include:

- Leading a team of around 40 people; managing their daily tasks and leading by example.
- Manage and motivate team members to ensure timely product delivery.
- Ensuring customer orders are dispatched correctly, on time and within targets set.
- Maintaining a spotless working environment with full compliance to relevant H&S requirements.
- Set objectives and targets for team members, monitor performance, and provide necessary training.
- Working with the Production Line Manager to achieve KPI's.
- Team Leadership.
- Help stocktake process.

You'll excel in this role if you have the following skills & experience:

- Experience in warehouse/dispatch supervision role.
- Be super-efficient and strong organizational skills with a keen to detail.
- Willingness to adapt to changing priorities and take on new responsibilities as needed.
- Strong leadership and communication skills.

- Excel at managing a large team.
- A logical thinker.
- Good IT skills.
- Manage documentations.
- Stock management.

### **What's it like to work here?**

We know that our people are key to our success. That's why we strive to make MHI a great place to work – just ask our team. It's a friendly, welcoming and fun environment here. We've worked hard to create an amazing experience for our people because we know that workplace happiness goes way beyond just your salary. We're proud to offer one of the best packages of team perks in the area, including:

- Free breakfast every morning
- Minimum of 25 days holiday per year as standard (plus more the longer you stay)
- Flexible hours
- Your birthday off work
- Free EV charging
- Free car washing
- Regular team and charity fundraising events
- Free products from our range
- Generous staff discount
- Company pension
- Casual dress code
- Free and unlimited sweets, cold & hot drinks

### **What happens next?**

If we think you could be a good fit, we'll be in touch to arrange an initial call to get to know you. If all goes well, you'll be invited to come and see our new state-of-the-art facilities and for a more indepth conversation. We may ask you to complete a small task to show us your skills and there may be a second interview stage, too.

This is an excellent opportunity to join us while the company is still young and to be part of our highgrowth journey, with all of the opportunities that brings.

Must Have Ideas Ltd is an equal opportunities employer and we're working hard to build a diverse and inclusive workforce.