



Discover  
something *new!*

## Job Description

<b>Title:</b>	Fulfilment Manager
<b>Type:</b>	Permanent
<b>Start date:</b>	ASAP
<b>Hours:</b>	5 days per week (Wednesday - Sunday) including bank holidays, 42.5 hours per week, shift 1.00pm – 10.00pm with 30 min unpaid break
<b>Salary:</b>	Competitive, dependent on experience
<b>Location:</b>	This role is 100% based at our new HQ in Snodland, Kent

### Who is Must Have Ideas?

Whilst still only young, we're one of the UK's fastest growing ecommerce brands, helping over 2 million customers 'discover something new' every year. One in ten homes in the UK now have one of our clever, problem-solving products and we're widely recognised as one of the leading ecommerce innovators of the past few years. Named by The Sunday Times as the 66<sup>th</sup> fastest growing company in 2024, we're a British success story and our incredible growth isn't stopping any time soon – and 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 Fulfilment Manager to join our team.

Your responsibilities will include:

- Leading a team of around 40-50 people; managing their daily tasks and leading by example.
- Managing and motivating team members to ensure timely product dispatch
- Working closely with Dispatch Team Leaders
- 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
- Setting objectives and targets for team members, monitoring performance, and providing necessary training
- Prioritising work to meet deadlines and achieve high standards
- Resolving dispatching errors and staff issues efficiently
- Maintaining records and preparing reports for Management
- Working with the Warehouse and Senior Fulfilment Manager to achieve KPIs

- Maintenance and completion of timesheets/absences and any other related tasks during the shifts
- Conducting regular meetings and reviews of Team Leaders working within your shift pattern
- Working closely with Senior Fulfilment Manager to maintain consistency and detailed handover for shift pattern
- Covering the Senior Fulfilment Manager whilst they are on annual leave
- Assisting with monthly stocktake

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

- Experience in warehouse/dispatch supervision role minimum 5 years
- Adhere to company procedures including Confidentiality and all GDPR requirements
- Team Leadership
- Ability to manage and direct staff
- Excellent verbal and written communication skills
- Knowledge of relevant regulations and safety procedures
- Be super-efficient and have strong organizational skills with a keen eye for detail.
- Adaptable to changing priorities and take on new responsibilities as needed
- Able to manage a large team
- Ability to multitask
- A logical thinker
- Good IT skills
- Monitoring performance and KPI targets
- Ability to deliver effective feedback, both written and verbal
- Stock management and assisting with stocktakes

### **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 will ask you to complete a small task to show us your skills. If all goes well, you'll be invited to come and see our new state-of-the-art facilities and for a more in-depth conversation and then second interview stage, too.

This is an excellent opportunity to join us while the company is still young and to be part of our high growth 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.