



Discover
something *new!*

Job Description

Title:	Operations Director
Type:	Permanent, Full time
Start date:	ASAP
Hours:	40 hours per week
Salary:	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 5 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 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. 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

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.

We're fully office-based

We believe that we are at our best when we're together, and that's why our team fully works from our office from our swanky new offices in Snodland, near Maidstone. This facilitates easier collaboration, encourages conversations, and sparks creativity. And there's some pretty sweet incentives to coming to the office, too, including free breakfast every day!

This Role

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

We're looking for an Operations Director to join our team to take ownership over day-to-day running of the operational side of the business ensuring we are running in the most efficient way possible, providing the very best service levels possible to our customers and that we are well positioned for the next phase of our growth.

This is a newly created role to support the ongoing fast-growth of the organisation.

Your responsibilities will include:

- Maintain and direct the daily operations of the business, including human resources, logistics, customer services and fulfilment.
- Best in class operational performance and delivery against Key Performance Indicators and ensuring exceptional quality of service.

- Identification and implementation of process efficiencies across the business
- Foster a positive, inclusive and high-performing workplace culture that aligns with the company's values and mission.
- Implement effective performance management processes, feedback systems, and employee development initiatives.
- Collaborate closely with the founders and other Directors to shape and execute the company's overall business strategy through comprehensive business planning.
- Participate in the development of product and market expansion strategies
- Build, maintain, and communicate detailed reporting models to facilitate expansion efforts, and make data driven decisions.
- Facilities management

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

- A proven track record of success in previous Operations Director role.
- A people-first leader with strengths in organisational and culture development.
- Have led operations through rapid headcount growth.
- Have extensive experience in the management of people and resources, and demonstrate success leading large, complex projects across teams or organisations.
- Excellent critical-thinking skills with ability to structure and solve complex business problems.
- Strong experience in shaping organisation's strategy, business management framework, and making decisive bets to advance the business.
- Strong work-ethic with ability to multi-task in a fast-paced environment under tight deadlines.
- Experience managing third party suppliers

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 in-

depth 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 high-growth journey, with all 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.