

Job Title	Operations Manager
Business Unit	Harrow Green
Department.	Operations
Location	Glasgow/Paisley
Reports to (direct)	Head of Relocation Services

MAIN PURPOSE OF JOB

The Operations & Warehouse Manager is responsible for leading Harrow Green's Glasgow operational delivery, ensuring sector-leading service for clients while optimising efficiency, compliance, and colleague engagement. This role balances daily operational leadership with improvement initiatives, using data, technology, and process excellence to deliver measurable value to customers. With responsibility for shaping warehouse performance, local operational delivery, and acting as a deputy to the Head of Relocation Services, the role is both hands-on and strategically focused — ensuring Harrow Green's reputation for quality, flexibility, and customer focus continues to grow.

KEY TASKS

Operational Leadership

- Lead daily warehouse and operational activity across Glasgow and surrounding counties, ensuring seamless, compliant, and customer-focused delivery.
- Manage all warehouse functions including storage, inventory, and dispatch, ensuring accuracy, efficiency, and full asset traceability.
- Coordinate operational schedules, resources, and diary management to meet fluctuating customer demand.
- Act as the primary operational contact for high-profile customers, ensuring service levels meet or exceed expectations.

Customer & Service Excellence

- Embed a customer-first culture across operations, ensuring every interaction adds value to the client experience.
- Proactively identify and respond to client needs, providing innovative, efficient solutions that mitigate risk and reduce cost.
- Partner with Sales, Customer Services and Projects teams to align operational delivery with customer requirements and strategic accounts.
- Drive continuous improvement in "white glove" service standards, ensuring Harrow Green is consistently recognised for quality.

Business Improvement & Data-led Performance

- Monitor and analyse operational KPIs (e.g., utilisation, turnaround time, stock accuracy) to identify trends and drive improvements.
- Lead initiatives to streamline warehouse and operational processes, including digitisation and automation where appropriate.
- Support the Head of Relocation Services in implementing divisional initiatives, ensuring contributes to national optimisation.
- Drive strict cost control and efficient use of resources, ensuring profitability without compromising service quality.

People & Leadership

- Lead, coach, and develop warehouse and operational colleagues, building capability and engagement across the team.
- Manage recruitment, onboarding, and retention to ensure operational resilience.
- Act as deputy and natural successor to the Head of Relocation Services, providing cover and leadership support as required.
- Build a strong team culture where accountability, collaboration, and recognition are prioritised.

Compliance & Safety

- Ensure strict adherence to Health & Safety, environmental, and compliance requirements across all warehouse and operational activity.
- Maintain a safe and secure workplace, ensuring risks are minimised and incidents reported.
- Champion Harrow Green’s ESG commitments locally, including waste reduction, asset reuse, and sustainable operations.

SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED

- Proven leadership in warehouse and operational management, ideally within a relocation, logistics, or service-led business.
- Strong knowledge of warehouse processes, inventory management, and operational scheduling.
- Customer-focused leader with experience delivering high-quality service to major clients.
- Analytical and data-driven, able to use operational data to improve efficiency and customer outcomes.
- Hands-on leadership style, comfortable operating from shop floor to senior stakeholder level.
- Excellent communication and stakeholder management skills.
- Counterbalance/Reach Truck licence (preferred).

OTHER INFORMATION

- Based role with occasional travel to support wider divisional or national projects.
- Flexibility required to meet customer and operational needs, including evenings and weekends where necessary.
- Expected to play a proactive role in Harrow Green’s wider operational and improvement agenda.

COMPLIANCE RESPONSIBILITIES

- Adhere to all Company Policies and Procedures contained in the Codes of Conduct, Information Security, Environmental, Health & Safety, and Quality Management Systems.
- Report any Health & Safety, Quality, Information Security, Environmental, or Business Continuity incidents to the Head of Relocation Services.
- Ensure compliance requirements are embedded across the operations team.

DECISION MAKING AUTHORITY AND CONTROL

Line Manager

Name:

Signature:.....

Date:.....

Post Holder

Name:

Signature:.....

Date:.....

The company reserve the right to amend or update this job description as the demands of the business develop. A copy of the signed job description should be returned to the People Services Team via the Helpdesk by raising a query using the following link <https://peopleservices.restoreplc.com/support/tickets/new> .