



## **Head of Manufacturing and Fulfilment**

Location: Swansea      Full time-permanent, Monday-Friday

Excellent Salary plus share options and pension

Smile Plastics is leading the way in recycled surface material innovation. We produce incredible decorative panels, products and furniture from 100% recycled and recyclable plastics. This is a new role and will have a huge impact in our global development.

Launched in 2015, we are one of the global leading suppliers of sustainable plastics surfaces and products for commercial fit outs, priding ourselves on excellent craftsmanship and design as well as sustainability. We enjoy a growing list of high-end and repeat customers within interior design, furniture design, product design and architectural disciplines. The demand and market for our product is huge and we are looking to radically expand the business to capture a bigger slice of the global market and deliver our mission of making the most beautiful sustainable materials in the world, whilst encouraging us all to value plastics and eliminate waste.

Reporting to the Managing Director, the Head of Manufacturing and Fulfilment will be responsible for managing the transition of the UK business during a period of significant growth and change including a relocation of the factory, quadrupling production output and rapidly expanding the fabrication offering. Clear systems and processes need to be implemented and the team will double in size to support and underpin this growth.

We are looking for a solutions focussed, hands-on professional with excellent people skills, with proven SME manufacturing/fulfilment experience, to join our senior team to help lead this exciting transition. Success in this role will open opportunities for further significant career progression, including a potential Board role and equity participation.

You will provide strong overall direction and control of your area, whilst working collaboratively with other senior managers across the business to reach and implement company targets and plans. You will be responsible for implementing key systems, processes and training programmes to drive long term efficiencies and productivity.



**Principal duties include:**

- Setting a clear strategy for the function
- Direct management of the manufacturing function comprising the Production, Fabrication, Quality and Customer Implementation Teams
- Leading sustainability and quality agendas across the business, ensuring the business maintains ISO 14001/9001 accreditation and gains other relevant environmental certifications
- Leading H&S across the business, ensuring that the business is fully compliant and H&S is maintained at a high level
- Working across the functions to drive maximum efficiency, output and quality of product through continual process improvement
- Driving the delivery of operational KPIs, whilst building and maintaining an engaged and high performing workforce
- Developing a highly effective positive continuous improvement culture
- Ensuring effective and timely delivery of agreed projects and regular communication with all stakeholders as required
- Delivering clear communication to the Board, including Board meeting attendance, and across the business on key initiatives and ongoing performance
- Responsibility for data compliance across the business in line with GDPR requirements
- Working with the MD/company's solicitors on contracts - both customer and supplier - to ensure terms and conditions are acceptable to the Business
- Liaising with key suppliers to maintain relationships and to provide feedback to appropriate departments to improve service and product offerings
- Responsibility for all departmental team matters including recruitment and training, appraisals and setting of clear objectives, and career progression planning
- Mentoring and coaching staff to create the Smile Plastics desired culture by leading "by example"
- Working closely with the Sales and Marketing Team to ensure a consistent approach to all procedural and delivery matters
- Proposing and championing ongoing improvements in working practices and procedures.
- Acting as an escalation point for all customer complaints relating to production and fabrication.

**Skills / Experience / Personality required:**

- Proven track record +5 years of working in a SME manufacturing environment, in a senior management role, but with a hands-on mindset
- Excellent people management skills, managed teams of 30+ staff
- Excellent communication skills: from engaging with key suppliers or shop floor staff, through to representing the department to the Board
- Tech savvy and highly competent with computers and MS Office Suite as we harness technology to deliver business solutions
- Proactive and solutions focussed mindset essential, with a good commercial head and excellent planning and organisation skills
- A keen interest in the environment & sustainability agenda &/or within the design world preferable



**We'd like you to have:**

- Hands-on practical experience and approach, especially within plastics/ panel products/ joinery/ furniture. You'll be happy to offer a hand where necessary!
- Experience of running departments that are undergoing significant growth / change
- Possession of a relevant degree is highly desirable

**We offer:**

- Share option scheme (EMI scheme)
- Excellent competitive salary
- 21 days holiday a year + bank holidays
- Company contribution pension
- Development opportunities, including international travel
- An opportunity to be part of a fast growing, dynamic business supporting our journey to a more sustainable future
- You may also work as GM, General Manager, Operations Manager, Manufacturing Operations Manager, Head of Operations, Head of Fulfilment, Manufacturing Director, Manufacturing Manager, Operations Director or similar

**Benefits:**

- Company pension
- Profit sharing

Apply through [Indeed.com](https://www.indeed.com)