



THE FINE WINE MARKET

## **Head of Global Operations**

**Location: Battersea, London**

**Salary - £60k - £80k**

Competitive Salary plus Company performance-related bonus, healthcare insurance & wellbeing benefits

**Exciting opportunity for a self-motivated, hands-on individual with strong communication and collaboration skills to develop our Global Operations further.**

### **About Company**

Liv-ex is the global marketplace for the wine trade, with over 480 members worldwide. We offer B2B services that span trading, data, logistics and technology to a diverse group of wine businesses – from ambitious start-ups to established merchants.

Our goal is to make fine wine trading more transparent, efficient and safe for the benefit of our members and the market as a whole. We are hard-working, committed yet informal, energetic and action oriented.

Founded in 2000, Liv-ex has grown to serve a growing number of merchant members with a broadening range of services. We help clients and other stakeholders to better understand the fine wine market and identify opportunities to profit.

### **Summary Purpose**

Liv-ex is looking for an inquisitive, hands-on individual to work closely with our Director of Operations & Technology to develop our global operation, across Europe, Asia and the US. The ideal candidate will be a strong communicator who wants to gain an in-depth understanding of the business operations and deliver positive change to our KPI's. They will oversee all operational activity, being responsible for the logistics network, customer service, and solutions team when problems occur.

### **Role Responsibilities**

- To direct and oversee all global operational activity, including logistics, customer services and solutions.
- To ensure performance KPI's are met and operating within budget.
- To work closely with our third parties managing our contractual relationships.
- To review, optimise and roll out improved process.
- To champion further our continuous improvement mindset.
- To work with the product team in the ongoing development of our internal systems ensuring technology is embraced to automate where appropriate.
- To ensure clear leadership and direction to the Operations team by setting clear objectives and targets.
- To mentor and develop the operations team.
- To manage operational risk, health & safety and insurance.

## **Knowledge, Skills & Experience**

- Solid experience within global operations, with a minimum 8 years' experience in Logistics and customer service management.
- A strong track record of improving performance and streamlining / automating process.
- A desire and capability to drive forward our operations globally.
- Be hands on, flexible with a proactive drive to succeed.
- Strong communication and management skills to develop the team.

## *Essential*

- A deep interest in business and how it really works.
- A strong operational understanding
- An excellent problem solver
- Demonstrable experience in the development and application of KPIs
- Experienced in sustainable change management
- A proven track record in sourcing, negotiating with 3<sup>rd</sup> parties.
- A good track record of managing and developing people
- Excellent written and numerical skills
- Willingness to travel (Warehouses based in Tilbury, France, Belgium and Hong Kong)

## *Nice to have*

- French as a second language
- Knowledge of customs and excise compliance

## **Attributes:**

- Decisive and robust - able to take ownership and drive decision making.
- Commercial and practical, with an entrepreneurial streak.
- Strong communicator at all levels, a real team player – able to build productive and effective working relationships with customers, owners and the broader team.
- A good influencer and diplomat with high levels of emotional intelligence, able to build strong and productive working relationships with a broad variety of stakeholders.
- Committed and hardworking, driven to succeed.
- Enjoyment of working in a multi-culture environment

## **Shortlisting**

As part of the screening process, you will be asked to complete two tasks, this will include answering 5 questions around operations and your style as well as submitting a 5 minute video introduction. Full details will be provided once we have initially screened your CV. If successful following this stage, you will be invited to an initial telephone interview, followed by a video interview with Liv-ex.

To apply, please send a copy of your CV plus a short expression of interest to Charlotte Sully at [charlotte.sully@strattonhr.co.uk](mailto:charlotte.sully@strattonhr.co.uk).