



POSITION PROFILE

Operations
Director



The Company	3
The Role and Responsibilities	4
Candidate Experience	6
Remuneration & Benefits Package	7
The Recruitment Process	7





BookSource is one of United Kingdom's fastest growing book distributors, supplying books and other published material to the retail trade and general public throughout the United Kingdom and the rest of the world.

BookSource's publisher clients outsource their warehousing, order fulfilment, customer service and credit management functions to them, safe in the knowledge that what they get in return is an efficient, effective and best in class distribution partner, respected throughout the UK book industry. BookSource has long established lines of supply throughout the international book trade and excels in its service to both large and small customers. They are committed to helping publishers do business!

Based in Cambuslang, East Glasgow, the company was founded in 1995 by Publishing Scotland (the Scottish book trade charity) and four Scottish publishers. It began distribution services for ten Scottish based clients - now there are over 160 publishers on the client list from across the United Kingdom.

BookSource looks after around 4.8m books across 17.5k titles, and pick, pack, and dispatch around 3m books per annum. They process a large number of transactions, from pallet orders to Amazon, Waterstones, WH Smith, and the Supermarkets to servicing publishers' own websites direct to the public. BookSource employs around 25 people, more at peak times, half of whom work in the warehouse.

The industry has been disrupted and there is significant opportunity for rapid growth of the company. Likewise, the need and demands of BookSource's customers and clients have become more complex in recent years. BookSource are looking to appoint an Operations Director who will be responsible for supporting the Board in delivering on a wide range of strategic projects, and in taking advantage of the opportunities before them. The Operations Director will help ensure that BookSource continues to provide a best in class service to all its stakeholders, keeping them at the forefront in a very competitive marketplace.

Values:

- Attitude – BookSource are committed to understanding the needs of their clients and customers, and decisions are driven by their requirements
- Communication - BookSource excels in their environment by recognising that effective communication is crucial for success. Their approach involves attentive listening to ensure a comprehensive understanding
- Excellence – BookSource is committed to providing an unwavering, high-quality service in every aspect of their operations



Role Title:	Operations Director
Reports to:	Managing Director
Location:	Cambuslang, Glasgow

Purpose:

As Operations Director, you will be responsible for the overall success of the company's warehousing and order fulfilment operations, as well as for the company's premises and facilities. You will be managing staff and resources, setting budgets and targets, evaluating performance, driving growth and profitability by delivering high levels of efficiency and productivity.

This is a key management role and you'll be an integral part of the Executive Management Team. You will report to the Managing Director, and you will sit as part of the company's Board of Directors.

Key Areas of responsibility:

Strategic Planning

- Developing and executing long-term operational strategies and aligning operations with business objectives

Team Leadership

- Building and leading a high-performing warehouse team, setting targets, evaluating performance and developing the skills of team members
- You will help drive growth and profitability through delivering high levels of efficiency and productivity

Operational Management

- Overseeing and managing the daily operations of key areas of the business

Budgeting & Procurement

- Helping to develop and control operational budgets to ensure the company has the resources it needs to meet its objectives
- Selecting and managing suppliers and supply processes to ensure the company has the goods and services it needs

Communication

- Working with the Executive team and Marketing Manager to improve company operations and communicating with clients to ensure their needs are met

The Role and Responsibilities



Compliance

- Ensuring that legal requirements and regulations are met
- Developing and policing policies and procedures which deliver safe and healthy working environments

Data Analysis

- Collecting, analysing, and interpreting data and metrics to evaluate company performance

Sustainability

- Assisting in developing the company's sustainability objectives and excelling in its Green Agenda
- *For more information regarding sustainability initiatives, please visit:*
<https://www.booksource.net/green>

In summary, the successful candidate will be passionate about:

- Driving change and efficiency
- Developing and leading the team, adopting a people centric approach
- Influential communication and delivering impact
- Analytical and strategic thinking and problem solving
- Creating a forward-thinking, engaged and collaborative environment





Candidate Experience:

- You will have considerable experience in managing day-to-day operations of a fast-moving warehousing and order fulfilment environment, including experience in managing premises and facilities
- You will be proficient at delivering, implementing and maintaining a Health and safety framework
- You will have worked with warehouse management systems and will have expertise in using the Microsoft 365 suite of products
- You will excel as a people manager, possess strong motivational abilities and be a great fit with the team. You will be a demanding manager and colleague, but unwaveringly fair
- You will have great time management skills, know how to recognise priorities and organise yourself and your team appropriately
- You will be methodical, thorough and have an excellent eye for detail
- You will be knowledgeable, have innovative ideas and know how to present them in an engaging manner
- You will be driven, focussed, and keen to get the job done, prepared to roll your sleeves up and get stuck in





Remuneration & Benefits Package:

- Salary information available upon request
- Work Pattern: 37.5 hours/ week
- Annual leave: 29 days per annum, increasing after 5 years' service

The Recruitment Process:



Rachel Sim, Lead Consultant

T: 07880 032 803

E: rachelsim@livingstonjames.com

- The search and selection process of this assignment is being managed by **Rachel Sim**
- Selected professionals will then be invited to interview with selected shareholders and stakeholders
- All third-party applications, enquiries and direct approaches to BookSource will be referred to Livingston James

BookSource is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy and maternity