



Livingston James



dùsal

Position Profile

**General Manager /  
Managing Director**



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dùsal manufactures premium duvets, pillows and mattress toppers, primarily filled with feather and down, and supplies high-end retail and eCommerce businesses as well as distributors into the luxury hotel market. Our strategy is to serve a niche of small- and medium-sized customers with high-quality private label products, offering excellent customer service with short lead times and flexibility in volume and packaging. dùsal's financial priorities are profitability and free cash generation, followed by sustainable revenue growth. The business has revenues of approximately £3m and a team of 17.

dùsal is a part of a family-owned group alongside a distributor into the hotel industry called Out of Eden, which is based in Cumbria in north-west England. dùsal is independent in terms of operations, customers and strategy but shares finance, HR, IT and director support with Out of Eden. In total the group's revenue is £16m with a team of approximately 100 people.

The group's purpose is to run its businesses to a very high standard in an ethical manner and to be a good employer with a strong company culture. We aim to generate high levels of profit in order to reinvest in strengthening our businesses and to give 10% of profits to charity each year, both locally and to help people in poverty in the poorest parts of the world.

We expect our team to be committed, to work hard, to take pride in providing great quality products and service, and to do their jobs well for the sake of seeing a job well done. We want our team to enjoy coming to work and to have a good work-life balance.



# dùsal

[doo-sul] noun

*Scottish Gaelic for doze, nap, slumber*



<b>Job Title:</b>	General Manager / Managing Director
<b>Reports to:</b>	Commercial Director of Out of Eden (one of two owners)
<b>Location:</b>	Glenrothes, Fife, Scotland. The jobholder is required to be on site in Glenrothes Monday to Thursday and to travel to Cumbria monthly, at a minimum, for board meetings and other matters.

## Position Overview

The GM / MD will be responsible for leading the dùsal business, incorporating manufacturing operations, customer services, customer business development, people management, financial management and strategy. The GM / MD will be expected to maintain dùsal's high levels of product quality, customer service and profit margins while delivering sustainable revenue and profit growth.

## Key Responsibilities

### **Manufacturing Operations:**

- Oversight of operations, incorporating purchasing, goods-in, warehousing, production, despatch and customer services
- Maintenance of high levels of product quality, short lead times and flexibility in volume and packaging
- Gains in efficiency through process improvements and investment in equipment and technology
- Research, development and implementation of new products and new manufacturing processes and equipment
- Delivery of external certifications if deemed appropriate, e.g. ISO Standards, Global Organic Textile Standard, Oeko-Tex
- Reduction in costs through product sourcing and supplier negotiation
- Support will be provided by the dùsal Production Manager managing day-to-day operations, and the group IT Manager assisting with technology

### **Leadership & People Management:**

- Leadership of a team of 17 including a Production Manager, two Team Leaders and an Office Administrator
- Lead responsibility for people management, incorporating both team development and performance management processes, in accordance with employment law
- Lead responsibility for delivering high standards at the dùsal site including cleanliness and health and safety
- Lead responsibility for strengthening the company's culture and team morale
- Support will be provided by the dùsal Production Manager, group HR Manager and group Commercial Director



## **Financial Management:**

- Delivery of revenue, profit and free cash targets and management of costs in accordance to an annual budget
- Focus on profitability and sustainable growth, rather than volume-led low-margin growth
- Support will be provided by the group Finance Manager and Commercial Director

## **Customer Business Development and Strategy:**

- Managing relationships with customers
- Growing mutually beneficial business with existing customers
- Developing new customers and responding to enquiries
- Focusing on customers and their end consumers to inform strategy
- Product, packaging and service development, including the potential for diversification, based on insights from customers and end consumers
- Support will be provided by the group Commercial Director and Office Administrator





## Qualifications and Skills

### **Educational Background:**

- A bachelor's degree is preferable not but essential
- A financial or accounting qualification would be advantageous

### **Required Experience:**

- 5+ years in a senior management position within manufacturing, with strong continuous improvement capabilities
- Leadership and management of a large team
- Development and implementation of new production processes and equipment
- Management of a budget and delivery of operational and financial targets incorporating P&Ls, balance sheets, cash flow and budgeting
- Strategy development from customer focus to execution

### **Advantageous Experience:**

- Experience in the textiles industry, particularly bedding
- A customer-facing or business development role
- Involvement in strategy development and execution
- Financial or management accounting experience





## Remuneration & Benefits

- A competitive salary
- 10% company-matched pension contribution
- 25 days of annual leave with the option for 30 days
- Private healthcare
- Company car allowance for customer and supplier visits and for travelling to Out of Eden
- A good work-life balance
- Training and development in order to do the best job possible

## Application Process

The search and selection process of the assignment is being managed by advising consultant Rachel Sim, Consultant at Livingston James, supported by Kirsty Mclardy, Head of Research.



**Rachel Sim, Consultant**

T: 07880 032 803

E: [rachelsim@livingstonjames.com](mailto:rachelsim@livingstonjames.com)



**Kirsty Mclardy, Head of Research**

T: 07538 799 711

E: [kirstymclardy@livingstonjames.com](mailto:kirstymclardy@livingstonjames.com)

If you're ready to lead dùsal's manufacturing operation and contribute to the company's success, please submit your CV and cover letter to Rachel Sim or Kirsty Mclardy.

Selected candidates will then be invited to interview with the leadership team of dùsal.

All third-party applications, enquiries, and direct approaches to dùsal will be referred to the team at Livingston James.