



Job Description

Job Title - Operations Co-ordinator

Business Unit - DWN

Location: Dash Group Head Office, Redruth

Reports To - Operations Manager

Salary - £30,000 to £32,500 per annum

Employment Type: Permanent, full-time



Role Purpose

The Operations Co-ordinator provides operational support across DWN's ecommerce, marketplace, warehouse, fulfilment, customer service and logistics activities. Acting as a key link between suppliers, warehouse teams, customer service, fulfilment partners and trading platforms, the role helps ensure efficient operations, accurate data, high service standards and a positive customer experience.

Using operational insight, systems and data, the Operations Co-ordinator identifies opportunities to improve processes, resolve issues and support business performance across all trading channels.

Key Responsibilities

Warehouse Operations & Stock Control

- Monitor warehouse workflow, order fulfilment and stock accuracy across all brands.
- Support stock takes, goods-in processes and inventory controls.
- Identify opportunities to improve efficiency, reduce waste and maintain product quality.
- Support capacity planning and operational reporting.

Marketplace & Ecommerce Operations

- Support the day-to-day performance of marketplace platforms including Amazon, Etsy, TikTok Shop and Yumbles.
- Maintain accurate product listings, pricing, promotions and stock availability.
- Support product launches and marketplace compliance requirements.
- Identify opportunities to improve platform performance and trading results.

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Platform Quality & Trading Support

- Carry out routine checks of websites and digital storefronts to ensure pricing, content, promotions and functionality remain accurate.
- Monitor customer journeys, search results and cross-selling activity to support optimum trading performance.
- Escalate and help resolve platform issues where required.

Customer Experience & Service Support

- Support the customer service team by monitoring service performance, customer feedback and recurring issues.
- Assist in identifying improvements that enhance customer experience while maintaining operational efficiency.
- Support the resolution of escalated customer issues where required.

Logistics & Delivery Performance

- Monitor delivery performance, service failures and customer delivery issues.
- Support reverse logistics, collections and peak trading planning.
- Identify opportunities to improve delivery performance, customer experience and cost efficiency.

Operational Performance & Continuous Improvement

- Act as a co-ordinator for operational issues involving stock, fulfilment, logistics, marketplaces or ecommerce platforms.
- Produce reports and insights on operational performance, competitor activity and commercial opportunities.
- Work with colleagues to implement practical improvements that support business growth and efficiency.

What We're Looking For

- Experience in ecommerce, fulfilment, warehouse operations, marketplace administration, customer service or logistics environments.
- Strong understanding of how warehouse, fulfilment, customer service, marketplace and logistics functions work together to deliver an excellent customer experience.
- Confident using digital platforms, reporting tools, spreadsheets and stock or order management systems to monitor performance, maintain accuracy and identify improvement opportunities.
- Highly organised with excellent attention to detail and the ability to manage multiple priorities, analyse operational data and follow tasks through to completion.
- Strong problem-solving skills, with the ability to investigate issues, identify root causes and implement practical solutions in a timely manner.
- Effective communicator who can build positive working relationships across teams, suppliers and delivery partners to support operational performance.
- A proactive and commercially aware approach, with a focus on continuous improvement, efficiency and customer satisfaction.

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Key Measures of Success

- Improved stock accuracy, platform accuracy and operational visibility across brands and trading channels.
- More efficient warehouse, goods-in, fulfilment and customer service processes.
- Clear reporting on workflow, capacity, costs, delivery performance, marketplace performance and competitor activity.
- Faster identification and resolution of operational issues, customer friction and platform errors.
- Consistent support for smooth trading, strong customer experience and reliable order fulfilment during normal and peak periods.

This Job Description is intended to provide an overview of the main duties and responsibilities of the role. It is not exhaustive and may be reviewed and amended in line with business requirements. You will be expected to undertake any other reasonable duties consistent with the level and purpose of the role.

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