



OPERATIONS MANAGER

Job Description | September 2023

IKAWA Coffee

With customers in over 100 countries, IKAWA has redefined how both professionals and home coffee drinkers think about roasting coffee. We design and manufacture roasters from our London workshop and office.

IKAWA means 'coffee' in Kirundi, which is the language of Burundi. It was from his time growing up in Burundi that our Founder, Andrew Stordy, had the idea for the IKAWA roaster.

It inspired him to create IKAWA with a mission to invent solutions to drive change in coffee, from farm to cup.

Our products currently consist of coffee roasting machines together with supporting apps and a range of curated green coffees.

The award winning IKAWA Pro Series is used by coffee professionals to advance coffee quality by helping them improve their evaluation of green coffees. It is a disruptor in this sector and is being used throughout the global coffee value chain by industry leaders.

Our IKAWA Smart Home Coffee Roaster System brings coffee to life and is aimed at coffee connoisseurs and enthusiasts. This system is designed to provide a simple and accessible approach to coffee roasting and includes a coffee roaster, selection of green coffees, roast recipes and the IKAWA Home app.



The Role

We are excited to be recruiting for an Operations Manager to join our team. The focus of the role is to lead improvements to the way our company works together in order to operate more efficiently and make our products better.

You will also be responsible for managing the Ops Team which in IKAWA encompasses manufacturing, customer service, parts purchasing, logistics and wider company operational management.

You will be a “fire-preventer” as opposed to a “fire-fighter”, skilled at developing people, and adept at navigating trade offs.

Success in this role will be measured in reductions in time and cost as well as improvements in quality. It’s expected that there are Continuous Improvement processes in place that engage and improve all roles within Operations.

You will be a highly competent individual with demonstrable experience of the complexities, challenges and best practice of a manufacturing business. You will be capable of implementing and maintaining the necessary improvement to quality, efficiency and continuity through the development of effective systems, processes and procedures in all operational areas of the business.

You will have demonstrated leadership and management qualities required to manage direct reports

You will have responsibility for:

- Inventory, purchasing, production, finished goods, and ensuring continuity of supply.
- End-to-end responsibility for delivering a quality, to-spec product to customers within budget
- Creating and growing continuous improvement processes which allow each individual in Operations to improve their station, the product, and contribute to overall objectives.
- Managing the after sales function effective servicing, repair and warranty procedures.
- Oversight of the workshop facilities to manage a dynamic, organised, and safe workspace.
- Maintain necessary compliance, health and safety, and product safety certifications.
- Control, budgeting, forecasting and reporting of key operational and production performance indicators, focussed on our cost of production, overhead and inventory level.
- Promote and support a strong, positive, high performance company culture.
- Demonstrating a leadership role across the company

Requirements

The ideal candidate will demonstrate:

- Experience of managing a successful manufacturing operation.
- Knowledge of manufacturing best practice.
- Effective leadership and management skills.
- Exceptionally high standards of quality.
- Resourcefulness & creativity, with the ability to independently solve problems through a strategic approach.
- Commercial awareness.
- Competence with MS/Google Office and experience using inventory management and productivity software.
- A genuine interest in working for high growth businesses.

Location

This is an office-based role in our headquarters, located at Unit 9, Bayford Street Business Centre, Bayford Street, London, E8 3SE which may be subject to change due to a potential office relocation to Lewisham.

Contract

Full time (Monday – Friday).

Notice periods considered.

Remuneration

£45-£60k based on experience.

22 days' holiday (increasing 1 per year up to 25) plus bank holidays.

Company benefits include one of our Home Roasters, team incentives and activities, perks, occasional travel, L&D opportunities, access to company pension scheme, ride to work scheme.

Application

If you are interested in the role, please submit a recent CV, including a brief statement of interest on why you are well-suited to the position. Applications without a CV and statement of interest will not be considered.

Please send applications to hr@ikawacoffee.com