



---

## JOB DESCRIPTION - OPERATIONS MANAGER

---

**Job Title:** Operations Manager

**Department:** Operations

**Reports To:** Chief Operating Officer (COO)

### Job Overview

As the Operations Manager at Trendie, you will play a pivotal role in overseeing and optimising the day-to-day operational functions across multiple departments. You will ensure that all processes are executed efficiently, cost-effectively, and aligned with the company's strategic objectives. The role demands a high level of leadership, strategic thinking, and operational expertise to drive continuous improvement, streamline workflows, and enhance overall organisational performance. Your ability to lead cross-functional teams, foster collaboration, and maintain high standards of quality and compliance is essential in ensuring sustainable growth and customer satisfaction.

### Key Responsibilities

- **Daily Operations Management:** Provide leadership in overseeing the daily operations, including production, logistics, and customer service. Ensure smooth execution of all operational activities across departments, identifying and mitigating potential disruptions.
- **Strategic Operational Planning:** Develop, implement, and refine operational strategies that align with the company's business objectives. Focus on improving efficiency, productivity, and cost control, while ensuring scalability as the business grows.
- **Performance Evaluation and Monitoring:** Analyse and track key performance indicators (KPIs) to assess operational effectiveness. Identify areas for improvement and implement data-driven solutions to enhance performance across teams and departments.

Emerald Tower, 786 Castlereagh Heights Sydney, NSW 2000 Australia 

1300 TRENDIE (1300 873 634) 

info@trendie.com.au 

www.trendie.com.au 



# Trendie

- **Cross-Departmental Collaboration:** Work closely with department heads to coordinate operational activities, ensuring alignment with broader organisational goals. Facilitate communication and teamwork to foster a collaborative working environment.
- **Resource Allocation and Management:** Oversee the effective utilisation of resources, including staff, budgets, and materials. Ensure that all operational demands are met efficiently while adhering to financial constraints.
- **Regulatory Compliance:** Ensure that all operational activities comply with relevant industry standards, regulations, and safety protocols. Uphold company policies and contribute to the maintenance of a safe and compliant workplace.
- **Continuous Improvement Initiatives:** Lead and champion continuous improvement projects, focused on streamlining processes, reducing operational bottlenecks, and enhancing overall productivity.
- **Problem Resolution:** Act as the primary point of contact for resolving operational challenges. Provide support and guidance to teams, ensuring swift and effective resolution of issues to maintain business continuity.
- **Reporting and Analysis:** Prepare comprehensive reports for senior management, offering detailed insights into operational performance. Present actionable recommendations to improve efficiency and drive business growth.

## Qualifications and Experience

- **Education:** A Bachelor's degree in Business Administration, Operations Management, or a closely related field is essential. A Master's degree in a relevant discipline is highly desirable.
- **Experience:** A minimum of 5 years of proven experience in operations management, with a demonstrated ability to lead teams, manage resources, and deliver results in a dynamic business environment.
- **Industry Knowledge:** Extensive knowledge of operational best practices, process optimisation, and project management principles. A strong understanding of industry-specific regulations and compliance requirements is essential.

Emerald Tower, 786 Castlereagh Heights Sydney, NSW 2000 Australia 

1300 TRENDIE (1300 873 634) 

info@trendie.com.au 

www.trendie.com.au 



- **Team Leadership:** Proven experience in managing and motivating cross-functional teams. Strong leadership skills with the ability to influence, inspire, and develop talent within the organisation.
- **Technical Skills:** Proficiency in operations management software, data analysis tools, and project management platforms. The ability to leverage technology to optimise processes and improve performance.

## Skills and Competencies

- **Leadership and People Management:** Demonstrated ability to lead large teams, manage cross-functional relationships, and foster a collaborative, high-performance culture.
- **Strategic Problem-Solving:** Exceptional analytical and problem-solving skills, with the capacity to make sound decisions in high-pressure environments. A proactive approach to identifying and mitigating risks before they impact operations.
- **Project and Process Management:** Expertise in managing complex projects, from conception to completion, while maintaining timelines and ensuring resource efficiency.
- **Communication and Negotiation:** Strong verbal and written communication skills, with the ability to engage effectively with both internal and external stakeholders. Experience in negotiation and conflict resolution is highly regarded.
- **Data-Driven Decision Making:** Advanced proficiency in data analysis, with the ability to interpret complex data sets to drive informed operational decisions. Experience with performance monitoring and reporting is essential.

## Working Conditions

This full-time role is primarily based at Trendie's headquarters, with occasional travel to other company sites as needed. The Operations Manager will oversee multiple departments, requiring strong organisational, time management, and leadership capabilities to manage competing priorities effectively.

Emerald Tower, 786 Castlereagh Heights Sydney, NSW 2000 Australia 

1300 TRENDIE (1300 873 634) 

[info@trendie.com.au](mailto:info@trendie.com.au) 

[www.trendie.com.au](http://www.trendie.com.au) 



## Key Performance Indicators (KPIs)

- **Operational Efficiency:** Achieve and enhance operational efficiency by reducing costs, optimising resources, and streamlining processes.
- **Regulatory Compliance:** Maintain full compliance with industry standards, workplace health and safety regulations, and company policies.
- **Continuous Improvement:** Successfully implement process improvements that result in measurable gains in efficiency and productivity.
- **Team Performance:** Lead teams to achieve operational goals, focusing on performance improvement, engagement, and professional development.
- **Customer Satisfaction:** Ensure high levels of customer satisfaction through the seamless execution of operational activities and service quality improvement.

## Company Values and Culture

Trendie is committed to fostering a culture of innovation, collaboration, and excellence. As the Operations Manager, you will uphold these values by driving initiatives that enhance operational efficiency and contribute to the overall success of the business. You will be instrumental in creating a workplace where teamwork thrives, processes are optimised, and customer satisfaction remains at the forefront of our operations.

## Career Path

The role of Operations Manager at Trendie offers substantial growth opportunities. High-performing individuals may progress to senior positions such as Senior Operations Manager, Director of Operations, or Chief Operating Officer (COO). Opportunities also exist to specialise in key areas such as supply chain management, process optimisation, or strategic business planning.