



JUNIOR OPERATIONS MANAGER

Summary

We are looking for an Operations Guru with superhuman organisational skills required to help fine-tune a very fun company with remarkable growth potential.

[The Little Car Company](#)

Compensation: Depending on experience + share options + bonus scheme

Location: The Little Car Company Headquarters, Bicester Heritage, Oxfordshire

Holiday: 25 days per year, option to take 1 month off unpaid per year after 1 year service

Share options scheme: After 6 months with us - we want everyone to feel 'ownership' of the company

Start date: May 2021 (potential to be flexible for the right candidate)

Reports to: Commercial Director

C-19 friendly process: We'll likely do the majority of initial interviews by video call, but will look to meet candidates in person (as per Govt. guidelines and where safe and suitable to do so) if possible.

A bit about us:

As it says in the name, we make little cars. [But they're a little bit special.](#)

The Little Car Company makes officially-branded drive-able little cars for luxury high-end motor manufacturers. We're already making cars for Bugatti and Aston Martin Lagonda, and there are more to follow.

Beautifully engineered vehicles don't just appear at our client's front doors - they are a result of months and sometimes years of meticulous design, dedicated craftsmanship, uncompromising testing and a personal customer experience second to none.

That doesn't happen without an exceptionally talented team fuelled by a determination to create truly remarkable vehicles, whilst having a ton of fun along the way. We work with the best car manufacturers in the business, so are only looking to recruit amazing talent to our small but highly functioning team.

We are building something special, an environment where everyone looks forward to their Monday mornings (our CEO Ben literally bounds out of bed each morning) and everyone in the company knows the difference they are making and can see how much value they are adding every day.

It helps that our products are [pretty awesome too.](#)

The role:

As we look to grow exponentially in the next few years (our product pipeline is exciting to say the least), we are now looking for an efficiency driven, process-loving organisational rockstar to help turn The Little Car Company into a well-oiled machine.

We have a great opportunity ahead of us, but now need help to create a streamlined business that is ultimately scalable. In effect, this person will implement ways to do things that will make our whole operation more robust. The slate is blank for you to make everyone's lives easier!

That said, it won't all be running around behind the scenes, as there will also be an element of liaising with our clients (typically via email, occasionally via phone / WhatsApp).

So if you thrive on execution and detail whilst offering incredible organisational skills, please read on...

How we see the Junior Ops Manager:

- You will get excited about simplifying and improving on our existing processes, automating where possible and implementing new ones where there is a time or cost efficiency.
- You will be responsible for all client shipments and be the go-to person at TLCC for questions from our clients, Production team and shipping partners. You will be the unflappable link ensuring that once a client's car is ready to leave us, it will be crated and on its way to the following day with all the correct documents. Booking shipments, completing and chasing all related paperwork, advising on all relevant import duties and fees, revising quotes and tracking invoices will be a large part of the role. Experience in the shipping industry will be a huge bonus for your application.
- Chair weekly meetings with our Shipping & Logistics partner to plan shipments around our Production Schedule.
- Working with the Client Services Team, you will provide support to all clients who are arranging their own shipping. This includes confirming all required documentation / relevant import duties and fees etc.
- Working with the Production Director to communicate timelines on car production throughout the TLCC team.
- Liaising with the Purchasing Team on specific items of client orders.
- Working with the Commercial Team, you will provide end-to-end management of both printed and PDF operational manuals for our cars. This includes managing content, creation of images and managing our design agency to produce beautiful bound books to be kept over generations.
- Working with the Commercial Team for pre and after sales collateral our clients require.
- Ensuring the cars are ready and in place for the numerous events in our calendar – both national and international.
- Be the link between our Client Services Team and Production, Project Managers and Engineers
- To provide operational support to the CEO, Production Director, Commercial Director, Engineering Director and the Project Managers.

Skills:

- Several years' experience of working in a fast moving company.
- Shipping / logistics experience. We work with a specialised logistics company but are looking for someone who can liaise between them, the Commercial Team and occasionally, our clients for all vehicle shipments and any issues that arise.
- Detail orientated and designing game changing processes is what you get out of bed for in the morning.
- Ability to spot and fine-tune inefficiencies, with a desire to improve and simplify.
- Comfortable working in a fairly unstructured environment where you have plenty of autonomy – we're a pretty flat structure, as we expect everyone to be high-performing and self-managing. It's an entrepreneurial environment which keeps things interesting, but isn't for everyone!
- Switched on and can take the initiative, you don't need to be told what to do all the time. We want people who look for problems and solve them without being asked.
- Self-motivating – you'll have full support along the way but we won't hold your hand throughout.
- Excellent communication and writing skills.
- Experience in a customer-facing industry is a bonus but not necessary. We might need you to work with the clients directly in some cases so we are looking for someone that comes across well over email / the phone and enjoys chatting to our clients – the majority of whom are HNWIs.

- Ability to use Excel / PowerPoint / Outlook.
- Experience in Slack and CRM systems is useful, but not critical.

Details / perks:

- Full time in at The Little Car Company's brand new HQ at Bicester Heritage, the UK's first automotive campus. It is a stunning place for any car enthusiast to be based.
- Flexible working - family friendly employer
- Competitive salary and 25 days holiday a year
- Opportunity for equity ownership / stock options and compensation will increase as we grow – ultimately you are in control of your destiny and the rewards will be there for the right people
- We're working on the perks, and increasing them as we go. So far they include Santander bike subscription, Cycle to Work Scheme, Picturehouse cinema membership, team dinners etc.
- Our company car is a Caterham – as an employee you can book a weekend to use it as you like (within reason!)

Keen to apply?

We want to hear from you! Please send us a covering note (maximum 400 words) with why you are the right candidate for this role. Please don't just regurgitate your CV – we are looking for a flavour of you and what you can bring The Little Car Company. Think of this as your own personal highlights reel. Please include your salary expectations within this covering note.

Please note that if you have not heard from us one week after the closing date of the advert then on this occasion then you have not been successful. However, we will keep all applications on file and be in touch if any future roles match your skills.