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| **Job Title**  General Manager (Naturo Pet Products Ltd)  **Reporting To**  The Board of John Mackle (Moy) Ltd  **Salary** TBC  **Job Purpose** To lead and develop the growth of Naturo Pet Products Ltd E-Commerce business. |
| **Key Responsibilities**   * Oversee the daily operations of the company * Drive the development and implementation of strategic plans * Ensure compliance with regulations and advise the business on best practice. * Manage budgets and introduce metrics to drive the operations side of the business * Lead, inspire and develop a high-performing team * Stay informed about industry standards and implement improvements for the business * Implement appropriate KPI performance measures to achieve growth targets and minimise risk through innovation, drive efficiency. * Manage and develop relationships with key suppliers, particularly 3PL fulfilment providers. * Management of a small team * Develop and promote the company brand * Develop sales and marketing strategy to include promotional and marketing activity * Present the company performance to the Board on a regular basis * Consider the product portfolio and identify risks and opportunities * Proactively respond to competitor activity * Any other reasonable duties as may be required |



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| ***PERSON SPECIFICATION*** |
| **Job Title: General Manager (Naturo Pet Products Ltd)**   |  |  |  | | --- | --- | --- | | *Criteria* | *Essential* | *Desirable* | | Knowledge | Math & English qualifications to GCSE (or equivalent) | * Third level education * Additional professional qualifications | | Experience | * Experience in dealing with operational issues * Evidence of undertaking projects * Experience of working within supply chain / or logistics * Experience of negotiations / tender exercises with suppliers | * Experience in E-Commerce / Customer Service environment * Sales and marketing experience would be advantageous | | Skills & Competencies | * Highly organised with excellent interpersonal skills * Evidence of effective planning and time management abilities * Proficient in the use of MS Office software (particularly Excel) | * Ability to confidently engage with employees from shop floor to Director level * Experience of managing a team | | Circumstances | * Able to work flexibly as required to meet business needs |  | | **Employee Benefits** | | | | * Private Health Insurance * Company well-being initiatives * Pension scheme * Staff Sales * Onsite Electric Car Charging Point | | | |