

# Operations Manager

**Purpose:** To lead the operational delivery of ResiLoop, a product stewardship scheme, translating regulatory obligations and strategic targets into day-to-day operational performance.

Reporting to the CEO, this role blends management of logistics, regulatory compliance, industry relationships, reporting, and grant management to ensure efficient, compliant and strategic delivery of an expanding ResiLoop scheme in line with KPIs and stakeholder expectations.

## Key Responsibilities

### 1. Scheme Operational Management & Delivery

- Oversee end-to-end scheme operations to ensure service continuity including collections, logistics and recycling
- Manage service providers (collectors, recyclers, logistics partners)
- Ensure service coverage, accessibility, and performance against targets

### 2. Contract & Supplier Management

- Procure and manage contracts with 3PL parties and other service providers
- Monitor service levels, KPIs, supply agreements and pricing structures
- Conduct audits and performance reviews of suppliers
- Manage issue resolution and continuous improvement initiatives

### 3. Data, Systems & Performance Monitoring

- Oversee accurate data collection, validation, and analysis (volumes, costs, recovery rates)
- Develop demand-supply forecasts and prepare Board and member meeting papers
- Identify trends, risks, and opportunities for optimisation
- Ensure data integrity and traceability across the supply chain
- Pursue government accreditation

### 4. Financial & Budget Management

- Work closely with senior management to develop and manage annual operational budgets
- Monitor cost drivers (transport, processing, rebates, etc.)
- Support fee modelling (e.g. producer levies)
- Identify cost efficiencies without compromising outcomes
- Manage transparency audits

### 5. Stakeholder Engagement

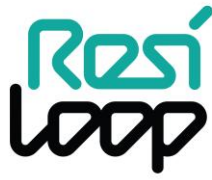
- Develop and manage expanding network of active scheme participants and recyclers to ensure participation and compliance
- Proactively network with product suppliers, recyclers, research projects, government, and industry bodies
- Respond promptly to operational queries and resolve escalations effectively
- Develop trusted relationships with members to better understand needs and improve overall experience
- Collaborate with team members on scheme updates and help shape messaging and marketing materials

### 6. Risk, Safety & ESG Oversight

- Identify and manage operational risks and ensure health, safety and environmental standards are met
- Monitor downstream outcomes (e.g. recycling integrity)
- Support ESG and circular economy objectives

### 7. Continuous Improvement & Innovation

- Review and continuously improve the scheme's processes to optimise operational efficiency and cost-effectiveness in line with inventory control management objectives
- Identify opportunities to improve scheme outcomes, potential R&D initiatives, end markets and recycling partners
- Pilot new collection or recycling approaches
- Stay across market developments (recycling technologies, policy changes)

**KPIs**

- Collection and recycling/recovery rates
- Cost per tonne
- Timely on-boarding of collectors
- Collector participation & satisfaction rates
- Service coverage and accessibility metrics
- End market growth
- Compliance and audit outcomes
- Data accuracy and reporting timeliness
- Supplier performance against Service Level Agreements

**Key Skills & Experience**

- Experience in managing supply chain operations
- Experience in start-ups and/or proven ability to drive projects from conception to implementation
- Understanding of product stewardship / EPR frameworks
- Data analysis and reporting skills (Excel, BI tools)
- Financial literacy (budgeting, cost modelling)
- Stakeholder engagement and negotiation skills
- Problem-solving and continuous improvement mindset

Full time or 0.8FTE considered.

Flexible working arrangements.

Car and full licence required.

Laptop provided and mobile phone allowance.