

Web Operations Manager

Full-time, Monday to Friday. Based at the twentytwentyone office and showroom in EC1.
Part-time considered.

This is an opportunity to join a company which is passionate about good design. twentytwentyone work with a constantly evolving collection of furniture, lighting and accessories sourced from around the world.

We are looking for a dynamic individual to further develop our website. Someone who is experienced in ecommerce and committed to ensuring the best customer experience for our online visitors.

We expect applicants to have at least 2 years' relevant retail and ecommerce experience, be highly organised and work well within a team framework.

Experience with online marketing, newsletters and social media would be an advantage.

Areas of responsibility include:

Content Management and Site Optimisation

- Ensure team delivers high degree of accuracy with copy, image selection, specification, pricing and clarity of key selling points of all content.
- Ensure SEO best practises are applied to all products, news, designers and manufacturers to facilitate best possible search results.
- Work with team to keep a constant flow of new products introduced to site.
- Introduce dynamic content in the news section and share this via email and media channels.

Reporting and Analytics

- Produce a weekly 'dashboard' of reports and analysis.
- Track sales to ensure monthly sales target is met.
- Review and suggest development to grow traffic and business.

Logistics and Customer Services

- Ensure the web team delivers customer service of highest possible standards and service issues resolved swiftly.
- Oversee with web team to ensure order process is managed efficiently and within quoted lead-times.
- Ensure logistics providers are of high quality and cost effective

Stock Management

- Improve communication of in stock, fast ship, made to order goods.
- Work with buyers to forecast requirements.
- Manage accessories out of stock and back in stock process.
- Pinpoint bestsellers and monitor forthcoming press features to hold more stock where appropriate to boost sales.

Email/Social

- Work with team on newsletters/social posting.
- Evaluate success of campaigns/posts and numbers of new email and social followers.
- Agree and implement initiatives and set targets to generate more signups and followers.

Management/Team Responsibilities

- Manage web team's workflow and priorities to ensure all web related tasks are managed and standards adhered to.
- Oversee and provide support to Ecommerce Sales Advisors with customer service issues.
- Oversee and provide support to Ecommerce Content and Marketing Co-ordinators.
- Ensure shop and warehouse manage picking, click and collect and despatch to the required standards.

We offer training and opportunities for development within the company. Target bonus, staff discount and other benefits are included in the salary package. Remuneration according to experience.

CV and covering letter stating current salary/salary expectation to: jobs@twentytwentyone.com

Please note that we are only able to respond to candidates shortlisted for interview.

www.twentytwentyone.com