

## Web Operations Manager

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

This is an opportunity to join a company that is passionate about good design. twentytwentyone work with a constantly evolving collection sourced from around the world.

We are looking for a dynamic individual to further develop the exciting evolution of our website. Someone who is committed to investigation and analysis, and 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.

Areas of responsibility include:

### Content Management and Site Optimisation

- Ensure high degree of accuracy with copy, image selection, specification, pricing and clarity of key selling points of all content.
- Input most relevant SEO attribute tags associated with 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 more 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 customer service is of highest possible standards, reviewed constantly and service issues resolved swiftly.
- Review current delivery partners, service levels and pricing compared to competitors.
- Constantly aim to improve service and costs.
- Oversee with web team to ensure order process managed efficiently and within quoted lead-times.

### Stock Management

- Devise methods to improve communication of in stock, fast ship, made to order goods to improve customer experience.
- Forecast requirements and inform buyers accordingly.
- 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.
- Measure and evaluate success of campaigns and 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.
- Provide cover and support to the order processing during peak trading and holiday cover for the web team as required.

We offer training and opportunities for development within the company. Team 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](mailto:jobs@twentytwentyone.com)

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

[www.twentytwentyone.com](http://www.twentytwentyone.com)