

Operations Manager



part of the Trifast plc Group

Who we are

At TR, part of Trifast plc, we're more than fasteners, we're the trusted partner behind some of the world's most advanced industries. As a global leader in the design, engineering, manufacture, and supply of fastenings and Category 'C' components, we deliver smart, efficient solutions that enhance performance across major assembly operations.

From Automotive to Smart Infrastructure and Medical Equipment, our focus on engineering excellence and streamlined supply keeps us at the forefront of progress.

We're looking for a driven and dynamic Operations Manager to contribute to our continued success on a global scale.

We are looking to recruit an Operations Managers to join our new National Distribution Centre based in the West Midlands (WS2 8DQ). The role is 37.5 hours per week.

The Role

Reporting to the NDC Warehouse Manager. The Operations Manager will lead and direct the day-to-day operations of the warehouse during assigned shifts, ensuring the highest standards of safety, people development, customer service and operational excellence. The role is pivotal in delivering a safe working environment, a motivated and capable team, and efficient, customer-focused warehouse operations

Key Tasks

Safety and Compliance

- Champion a proactive safety culture through visible leadership, regular safety walks, and robust incident management
- Ensure all colleagues are trained and competent in safe working practices, including the use of PPE and adherence to site-specific safety protocols
- Lead the execution of the Warehouse Health & Safety Improvement Plan, closing compliance gaps and embedding continuous improvement, working with the UK& EHS Manager to develop the plans
- Maintain all warehouse equipment to legal and operational standards, ensuring regular inspections and servicing
- Conduct and document safety observations, audits, and corrective actions in a timely and effective manner

People Management

- Lead, coach, and develop a team of Team Leaders and warehouse operatives, fostering a high-performance culture
- Conduct regular 1:1s and bi-annual performance reviews, setting clear objectives and development plans.



- Maintain and execute a comprehensive training matrix to ensure flexibility and capability across all warehouse functions
- Promote workforce engagement through structured communication channels to include shift briefings, weekly “whole team” briefings, visual management (e.g. of KPIs and other metrics), and town halls
- Support succession planning and talent development initiatives in collaboration with HR and senior leadership

Operational Excellence

- Deliver shift performance against key metrics including OTIF (On Time In Full), pick accuracy, and productivity targets
- Drive Continuous Improvement initiatives using Lean tools such as 5S, GEMBA walks, and root cause analysis
- Ensure effective labour planning, including holiday and absence management, to meet fluctuating operational demands
- Manage labour budget effectively, including management and control of overtime
- Oversee all Goods in and Despatch activities, ensuring efficient flow of materials and accurate system transactions
- Collaborate cross-functionally with Logistics, Customer Service, and Supply Chain teams to resolve issues and enhance service delivery

The Candidate

The ideal candidate will have a minimum of 4 years experience in Warehouse Leadership, preferably within the fastenings industry, possess proven leadership skills and the ability to motivate and inspire others. A demonstrable experience in transforming culture, business performance and uplifting standards would be desirable.

A desire to succeed is a must, along with a can-do attitude, working to deadlines in a fast paced environment and who can think on their feet. An ability to demonstrate flexibility in their approach and be able to prioritise and remain focused at all times.

The candidate will have excellent communication skills, both verbal and written in order to be able to communicate and build good relationships with both internal and external stakeholders. Also be proficient in WMS and Microsoft Office Suite.

Flexibility around working hours is also required to ensure the smooth functioning of the warehouse operation. The candidate must have a full driving licence.

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What we offer

- On-site parking
- Life insurance
- Pension

To apply

If you are interested, know of someone who might be or have any queries, please contact:
HR at careers@trifast.com. kindly send your CV and specify the position you are applying for to the above email.