Published Role Title	Digital Operations Specialist (SYS-51729)
Type of Role	Perm
Location	Street, Somerset, UK

Job Description

Job Overview:
The Digital Operations Executive will play a critical role in managing and optimising the end-to-end order flow process within our ecommerce business. This role focuses on ensuring smooth order fulfilment, monitoring the entire customer journey from order placement to delivery, and driving process improvements that enhance efficiency and customer satisfaction. You will work closely with the logistics, IT, and customer service teams to streamline operations and continuously improve order management systems.

Key Responsibilities:

- Order flow management

Monitor order processing: Oversee the daily order flow from placement through to delivery, ensuring orders are processed accurately and efficiently.
Manage fulfilment operations: Coordinate with warehouse and logistics teams to ensure timely order dispatch and monitor the delivery process.
Address bottlenecks: Identify and address any delays or issues in the order process, working to resolve problems quickly and prevent future occurrences.
Track order accuracy: Ensure that all customer orders are fulfilled correctly, with any issues such as incorrect or missing items resolved promptly.

- Process improvement & optimisation

Identify inefficiencies: Analyse current ecommerce order workflows and identify areas for process improvements and automation.
Implement automation tools: Work with the IT and operations teams to implement automation solutions that optimize order processing and reduce manual intervention.
Optimise the customer journey: Continuously improve the customer journey, ensuring seamless experiences from product selection to checkout and delivery.
Streamline returns & exchanges: Optimise the returns process to make it efficient for both customers and internal teams, reducing friction and enhancing customer satisfaction.

- Cross-departmental collaboration

Work with logistics and warehouse Teams: Coordinate closely with logistics partners to ensure accurate inventory levels, timely shipments, and efficient fulfilment processes.
Collaborate with customer service: Liaise with the customer service team to address any order-related issues or complaints, ensuring fast and satisfactory resolutions for customers.
Coordinate with IT: Work with the IT team to maintain and optimise ecommerce systems, troubleshoot order flow issues, and implement new features or system integrations.

- Order tracking, reporting, forecasting

Monitor key metrics: Track and report on key order flow metrics, such as order processing times, fulfilment accuracy, on-time delivery rates, and return rates.
Data analysis: Use data analytics tools to gain insights into order flow performance, identify trends, and recommend process improvements.
Reporting: Provide regular reports on order flow performance, highlighting successes and areas that need improvement.
Forecasting: Play a key role, working closely with the Trading Managers and the Lead Performance Analyst, forecasting the weekly revenue out-turn; looking at despatch and return volumes in the DC.

- Technical oversight & testing

Test and implement solutions: Assist in testing new order management tool upgrades, and/ or system updates before implementation.
System maintenance: Ensure order management systems and ecommerce platforms are functioning properly, working closely with the IT team to fix any bugs or errors.

Payment & system integration: Monitor payment gateways and other ecommerce system integrations to ensure seamless order processing and customer payment experiences.

- Process documentation & training

Document procedures: Create and maintain comprehensive documentation for order flow processes, ensuring that all teams have access to up-to-date procedures.

Experience:

- 2-4 years of experience in ecommerce operations, supply chain management, or digital operations with a focus on order fulfilment and process optimisation.

Technical Skills:

- Experience with ecommerce platforms (e.g., Commerce Tools, NewStore, Klaviyo, Narvar)
- Proficiency in order management systems (OMS) and inventory management systems (IMS).
- Familiarity with ERP and CRM systems for ecommerce operations.

Analytical Skills:

- Strong ability to analyse data, identify bottlenecks, and implement process improvements.
- Problem Solving: Ability to quickly diagnose issues within order workflows and implement solutions to resolve them efficiently.

Project Management:

- Ability to manage multiple projects, timelines, and cross-departmental coordination.
- Attention to Detail: Strong attention to detail in managing order accuracy and process documentation.

Communication:

- Strong communication skills to work with multiple teams and convey process updates or improvements clearly.