

Head of Production

Culture & Values

At Queensmith, we transcend the traditional jewellery-buying experience. Our mission is to revolutionise the world of engagement and wedding jewellery, crafting unforgettable moments for our customers. Our culture revolves around "Be Brilliant," reflecting our relentless pursuit of excellence and innovation; "Be Clear," representing transparent communication, ethical practices, and a meaningful impact; and "Be Unique," celebrating individuality, creativity, and inclusivity. Just as we aim to democratise diamond jewellery through bespoke services and craftsmanship, we provide our teams with a similarly customised and exceptional work environment. The essence of Queensmith lies in providing a rewarding work environment and empowering teams to strive for excellence and be their best.

Scope

At Queensmith, we understand that our greatest asset is our exceptional team. As the Head of Production at Queensmith, you oversee the creation and timely delivery of all jewellery orders. You are responsible for leading the production team and overseeing the production of every item designed and manufactured in-house, ensuring that each order is accurately assigned with sufficient manufacturing notes to ensure timely completion of orders that consistently meet our exacting high standards. You are accountable for establishing and maintaining rigorous quality control measures, enhancing team skills through mentorship and training, and driving manufacturing efficiencies to ensure cost-effective, high-quality fine jewellery delivery. You collaborate seamlessly with the Workshop & Sales teams and suppliers, playing a vital role in upholding and enhancing our quality standards, optimising workflows and ensuring client satisfaction. Your contributions are integral to our journey.

Responsibilities:

- Oversee the creation and timely delivery of all jewellery orders at every stage of the manufacturing process.
- Ensure precision in every step of the jewellery crafting process across multiple workshop locations.
- Enhance team skills through mentorship, training, and proficiency tracking.
- Train, mentor & manage Production Assistants.
- Accurately track & allocate costs for client & stock orders.
- Proactively identify and drive manufacturing efficiencies to find cost-effective ways to create fine jewellery while maintaining quality standards.
- Submit progress & production reports to meet safety, quality, financial & delivery goals.
- Facilitate & participate in senior cross-departmental meetings.
- Participate in the selection and hiring process for all company roles as required.
- Follow the company's security and handling policies at all times and ensure adherence by the entire team.

Benefits:

Health & Wellness Benefits, Professional Development, Employee Recognition Programme, Paid Time Off & Holidays, Financial Benefits, and Workplace Culture Initiatives.

Requirements:

- Track record of driving continuous improvement in product quality and collaborating for seamless operations.
- Hands-on approach with a passion for knowledge sharing and upskilling teams.
- In-depth knowledge & understanding of jewellery manufacturing processes.
- Proven experience in effectively managing a team.
- Ability to motivate, assess, plan and organise resources.
- Attend & contribute to Senior Leadership meetings if/as required.

Skills:

- Leadership within jewellery manufacturing (Bench skills preferable).
- People Management skills, including development.
- Strong interpersonal and communication skills
- Analytical skills for data-driven decision-making
- Operational acumen.
- High level of quality control and detail-oriented.