

Head of Workshop Operations

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 Workshops Operations at Queensmith, you are the orchestrator of precision and expertise across our various workshop locations, contributing to the immersive customer experience. In this hands-on role, you collaborate closely with your direct reports, including Lead Setters and Lead Goldsmiths, taking accountability for the development and performance of the entire workshop team through training and mentorship. You collaborate seamlessly with Production & Design teams, ensuring adherence to quality standards, optimising workflows, and ensuring client satisfaction, with a particular focus on the smooth running of workshops. Your impact extends beyond the daily workshop operations management as you embody our culture and values while nurturing our most valuable assets - our people and their craftsmanship, fostering an environment of excellence and innovation. Your contributions are integral to our journey.

Responsibilities:

- Ensure quality standards at every step of the jewellery crafting process across multiple workshop locations.
- Accountable for the smooth running of all workshop operations and optimising efficiency and productivity.
- Accountable for junior and senior artisans' recruitment, mentorship, ongoing training, and proficiency, ensuring a skilled pipeline in collaboration with Leads.
- Collaborate with all departments to enhance CX and act as a brand ambassador.
- Direct line management & development of all workshop teams.
- Manage procurement, including sourcing, tracking, and costing of all workshop equipment and consumables and coordinating servicing as needed.
- Facilitate regular training for teams, including masterclasses, one-to-ones and workshop meetings.
- Facilitate & participate in senior cross-departmental meetings.

Benefits:

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

Requirements:

- Hands-on approach with a passion for knowledge sharing and upskilling teams.
- Ability to motivate, assess, plan and organise resources.
- Robust leadership background in manufacturing roles and expertise in optimising process workflows.
- 360-degree team and people management.
- Previous experience in apprenticeship programmes could be helpful.

Skills:

- Proven leadership expertise, ideally within manufacturing.
- Bench skills preferable, not essential.
- Experience recruiting, training, and mentoring junior artisans, focusing on skill development.
- Strong interpersonal and communication skills.
- Strategic thinking, problem-solving and operational acumen.