

**Area Operations Manager - Swanley**  
**Beijer Ref UK Limited**

Beijer Ref UK is a leading refrigeration and air conditioning wholesaler, with 40 branches throughout the UK and Ireland. We are committed to delivering exceptional service, high-quality products, and industry-leading support across the UK and Ireland.

We are looking for an Area Operations Manager to oversee day-to-day operations across your branch and lead a team to deliver exceptional service. In this role, you will ensure goods are delivered and collected on time, stock and processes are well controlled, and customers receive a reliable, friendly and efficient service every time.

This role is key to helping us build loyalty in the region and ensuring customers choose us first, more often.

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**Key Responsibilities**

- Lead, manage and develop your branch and team
- Oversee warehouse, trade counter and customer service operations
- Deliver goods to customers on time and in full
- Ensure consistently high levels of customer service
- Maintain health & safety, compliance and housekeeping standards
- Plan staffing and resources to meet demand
- Control operational costs while maintaining service
- Resolve customer and operational issues promptly
- Monitor branch performance and drive improvements
- Support local sales activity through excellent service and reliability
- Work closely with the Area Account Manager to support customers commercially and operationally

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**What We Are Looking For**

- Experience in operations, branch or warehouse leadership
- Strong leadership and people management skills
- A hands-on, practical approach
- Excellent organisational skills
- Proven ability to deliver high standards of customer service
- Knowledge of health & safety and operational compliance
- Commercial awareness and cost control experience
- Strong communication and problem-solving skills

A full UK driving licence is preferred (some travel within your area may be required).

**Applications:** [recruitment@beijerref.co.uk](mailto:recruitment@beijerref.co.uk) - 01372 389221

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### What We Offer

- Competitive package (salary discussed on application)
- 25 days holiday, increasing to 30 after 5 years
- Pension scheme and life assurance
- Employee Assistance Programme
- Bike to work scheme
- Supportive, collaborative, values-driven working environment

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### Our Values

We live by our values every day – committed, united, engaged and straightforward. They guide how we work, make decisions and support each other and our customers.

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### About You

You will be someone who leads from the front, motivates others and thrives in a busy environment. You will enjoy solving problems and creating a smooth, reliable experience for customers every day. If you are passionate about customer service, people, and operational excellence, we would love to hear from you.

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### Apply

Please submit your CV and cover letter to [recruitment@beijerref.co.uk](mailto:recruitment@beijerref.co.uk)

**We are an equal opportunity employer and welcome applications from all qualified individuals.**

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