

Area Operations Manager (Branch 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.

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

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 - 01372 389221

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

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.

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.

Apply

Please submit your CV and cover letter to recruitment@beijerref.co.uk

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

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