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Christian360

LIFE-CHANGINGCONTENT. FAITHFULLY DELIVERED.

Introduction

Thank you for your interest in the Head of Operations position with Eden.co.uk. This is a fantastic opportunity to oversee and shape the future of our established e-commerce operations at Eden.co.uk as we look to continue to improve our customer offering and deliver strong growth.

We are looking for a leader who is forward thinking, transformational and who harnesses technology to play a critical role in shaping our operational strategy. They will develop and empower our Warehouse & Logistics, Procurement and Customer Service teams. All the time connecting our vision & core values with innovation and execution.



Gareth Mulholland
Founder, CEO
Eden Group



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Build Something Extraordinary

The Vision: E-commerce as the Foundation Eden.co.uk is more than an online Christian retailer—it's the foundation of the Eden Group. For many, their first connection with us is through a purchase on Eden.co.uk. The quality of that experience builds the trust that underpins everything else we do: from our digital platforms like Christian360, to our fundraising services for charities, to the broader services we provide across the faith and education sectors. Operational excellence in e-commerce is where that journey begins.

The Opportunity: Leading the Engine Room As Head of Operations, you'll take responsibility for the systems and teams that power our e-commerce business. From fulfilment and warehousing to procurement operations, facilities, logistics, and customer service, you'll ensure we deliver every order efficiently, reliably, and with excellence. By building confidence at this first point of contact, you'll help unlock opportunities for customers to engage more deeply with our wider digital products and services, ultimately shaping the very first impression most people have of Eden.

The Challenge: Scaling with Excellence With an £8m retail base and an expanding customer reach, we're entering our next phase of growth. That means managing increasing complexity—optimising thousands of SKUs, streamlining fulfilment, strengthening supply chains, and driving cost efficiency—without ever compromising customer experience. Your challenge is to create a scalable, resilient operational foundation that sustains growth and enables the Eden Group's broader mission.

The Team: Lean, Agile, Collaborative, Purpose-Driven You'll lead and empower the operations, procurement and customer service teams, while working closely with colleagues in marketing, and technology. We're entrepreneurial and fast-moving, committed to excellence in every customer interaction, and grounded in a shared mission that goes beyond transactions.

The Future: A Scalable Platform As Head of Operations, you'll be instrumental in defining how Eden.co.uk grows sustainably into the future. By building stronger systems, smarter logistics, and scalable processes, you'll ensure Eden remains the go-to destination for Christian resources—and the trusted foundation on which the rest of our mission is built.

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Role Overview

Head of Operations

Title:

Contract: Permanent

Location: Office in Chester, CH1 4QT (warehouse CH5 2QP)

Hours: Full-time, 40 hours per week

Salary: £55,000 - £65,000

Benefits: Competitive salary, flexible working, professional development opportunities.

One Line Job Description

You'll be the person responsible for leading and scaling the operational engine of Eden.co.uk, the £8m e-commerce business at the foundation of the Eden Group.

Strategic Impact

- Lead end-to-end operations across warehousing, fulfilment, procurement and customer service for Eden.co.uk
- Ensure Eden.co.uk remains the trusted foundation of the Eden Group, with every customer experience building confidence in our wider digital platforms and charitable initiatives
- Drive continuous improvement in systems, processes, and supply chain efficiency to support scale and sustainability
- Balance cost efficiency with excellent customer service, ensuring every order reinforces loyalty and trust
- Shape the future of faith-based e-commerce by building scalable operations that enable growth, impact, and innovation

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The Story You'll Be Part Of

The Vision: Building Trust Through E-commerce

At Eden.co.uk, we're not just running an online Christian retailer—we're building the foundation of the Eden Group. With an £8m revenue e-commerce business, Eden.co.uk is often the very first touchpoint for individuals engaging with us. The quality of their retail experience creates the trust that underpins our wider mission: opening doors to digital platforms, fundraising initiatives, and services that help faith communities thrive. Our Eden.co.uk Vision is:

"To be the most trusted marketplace for Christian resources, known for our exceptional selection, personalised service, and commitment to community."

The Opportunity: Strengthening the Foundation

As Head of Operations, you'll lead the core retail operation that powers Eden.co.uk. Your role is to ensure that every order—from warehouse to doorstep—runs smoothly, efficiently, and sustainably. By delivering operational excellence in e-commerce, you'll enable the Eden Group to build on that trust and expand into digital innovation, charitable partnerships, and long-term growth.

Our Operational Edge

- Robust warehousing and fulfilment processes
- Strong supplier and distributor partnerships
- Customer service that builds loyalty and confidence
- Systems and processes ready to scale with demand

The Mission Impact

- Ensure customers receive a best-in-class experience at every step of their journey
- Build the trust that connects retail customers with Eden's wider digital platforms and charitable initiatives
- Enable charities, churches, and communities to access the resources they need quickly and reliably
- Create operational systems that serve not only today's business but tomorrow's growth

The Commercial Opportunity

- Strengthen Eden.co.uk's position as the UK's leading Christian e-commerce platform
- Drive efficiencies across fulfilment, logistics, and cost management
- Scale systems and processes to support growth across the Eden Group
- Unlock new revenue opportunities through operational improvements and partnerships

The Challenge We're Ready For

With a strong retail base and loyal customer community, we're now preparing for our next phase of scale. The challenge is to:

- Optimise fulfilment while reducing costs
- Manage increasing complexity across thousands of SKUs
- Improve processes and systems for speed, accuracy, and efficiency
- Build the operational backbone that supports group-wide growth

Your Legacy

This isn't just an operations role—it's the chance to:

- Pioneer new standards in faith-based e-commerce
- Build the systems and culture that sustain long-term growth
- Create lasting impact by connecting retail with digital innovation and charitable mission
- Shape the future of how Eden serves customers, communities, and partners

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Key Challenges

Delivering Operational Excellence

- Oversee end-to-end fulfilment and logistics, ensuring accuracy, speed, and reliability.
- Strengthen supplier relationships and stock management to meet demand effectively.
- Continuously improve systems and processes for efficiency and scalability.

Enhancing Customer Experience

- Ensure every order reinforces Eden.co.uk's reputation for trust and reliability.
- Develop customer service practices that build loyalty and confidence.
- Anticipate and adapt to evolving customer expectations in e-commerce.

Building for the Future

- Prepare infrastructure for sustainable growth and increased complexity.
- Introduce innovations in warehousing, systems, and data-driven decision making.
- Lay the operational foundations that enable the Eden Group's wider mission.



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Your Goals

As Head of Operations, you'll ensure Eden.co.uk delivers a seamless, scalable, and trusted retail experience. Your goals are focused on strengthening the operational foundation of our e-commerce business—the platform that introduces most people to Eden and builds the trust that fuels our wider mission.

Eden.co.uk: Operational Goals

- **Deliver Excellence in Fulfilment:** Ensure orders are picked, packed, and shipped with accuracy and speed.
- **Optimise Processes:** Improve systems, reduce inefficiencies, and lower costs without compromising service.
- **Enhance Customer Experience:** Increase customer satisfaction and loyalty by consistently exceeding expectations.
- **Strengthen Supply Chain:** Build resilience and flexibility into supplier relationships and inventory management.
- **Scale Sustainably:** Prepare infrastructure, teams, and processes for growth in volume and complexity.

Example Lead Measures

- Order accuracy rates and on-time delivery percentages
- Warehouse efficiency metrics (pick/pack times, error rates)
- Customer satisfaction and service response scores
- Repeat purchase and customer retention rates
- Stock availability and supplier fulfilment performance
- Cost-to-serve improvements through operational efficiency



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Key Responsibilities

As Head of Operations, you will lead the operational backbone of Eden.co.uk, ensuring our e-commerce business runs smoothly, scales sustainably, and consistently delivers excellence to customers.

This role blends strategic oversight with hands-on execution, requiring a leader who can build resilient systems, manage people well, and drive continuous improvement across all areas of operations.

- Oversee warehousing, fulfilment, and logistics to ensure speed, accuracy, and reliability.
- Manage supplier relationships and stock control, ensuring availability while keeping costs efficient.
- Lead and develop the operations and customer service teams, fostering collaboration and accountability.
- Implement and refine processes, systems, and technologies that improve efficiency and scalability.
- Drive operational digital transformation, embedding AI-driven solutions, data-led decision-making, and the application of lean principles.
- Monitor and report on key operational metrics such as order accuracy, fulfilment speed, and customer satisfaction.
- Anticipate operational risks and build resilience into supply chain and delivery systems.
- Collaborate with internal teams (buying, marketing, technology) to align operations with business goals.
- Champion a culture of continuous improvement, ensuring Eden.co.uk is always ready for its next phase of growth.
- Lead cross-functional projects that deliver efficiency, productivity and improved customer satisfaction.



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Culture and Values

Our values aren't just words on a page - they shape how we work together, make decisions, and build our products. We're a team that embraces both faith and innovation, combining entrepreneurial spirit with a deep commitment to serving our users. Our culture is built around three core values that guide everything we do.

Creative Zest

- Harnessing imagination and vigour
- Pushing boundaries for excellence
- Embracing innovative solutions

Courageous Growth

- Embracing challenges
- Stepping beyond comfort zones
- Pursuing new opportunities

Compassionate Service

- Prioritising community needs
- Leading with empathy
- Making positive impact



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Who we're looking for

This is a pivotal opportunity for someone with the experience and drive to lead the operational heart of Eden.co.uk. We're looking for a leader who thrives in e-commerce operations—someone who can balance day-to-day execution with long-term strategic vision, and who brings the discipline to scale processes while keeping customers at the centre.

You'll need the operational depth to manage complex logistics and supply chains, while fostering a culture of accountability and improvement that keeps Eden.co.uk running at its best.

This is a key role within the business, offering scope for personal growth and professional development. As the Eden Group continues to expand, there is potential for the position to evolve into a broader or more senior leadership role for the right person.

Essential Experience

- Proven senior operations or logistics leadership experience in e-commerce or retail
- Strong background in fulfilment, warehousing, and supply chain management
- Demonstrated track record of process optimisation and scaling operations
- Experience leading customer service and operational support teams
- Familiarity with inventory management systems and e-commerce platforms
- Excellent project management skills and strong commercial acumen

Required Skills

- LEAN
- Strategic thinking with hands-on execution ability
- Data analysis and performance tracking across operational KPIs
- Supplier and stakeholder management
- Team leadership and people development
- Budget and cost management
- Clear communication and cross-team collaboration

Education

- Bachelor's degree in business, operations, logistics, or a related field
- Advanced qualifications in supply chain or operations management desirable

Personal Qualities

- Problem-solver with a continuous improvement mindset
- Customer-first approach to operational decisions
- Collaborative and supportive leadership style
- Adaptable and resilient under pressure
- Strong ethical and mission-driven outlook

Working Style

- Disciplined focus on efficiency and results
- Transparent and accountable leadership
- Proactive in identifying risks and opportunities
- Commitment to building scalable, future-ready systems



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How to Apply

We're looking for someone exceptional—an operational leader who can take ownership of Eden.co.uk's e-commerce engine and help us scale it for the future. We know that the right candidate may not be actively job hunting, so we're keeping our approach flexible and focused on finding the person who fits both the role and our mission.

There's no fixed closing date. What matters most is finding a leader with the skills, experience, and mindset to strengthen our operations and help Eden.co.uk continue to grow as the trusted foundation of the Eden Group.

If this opportunity excites you and you'd like to explore it further, please email lynn.williamson@eden.co.uk to start the conversation.



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