

Job Description

Job Title:	Managing Director
Office Location:	Max Rollitt Ltd, Avington, SO21 1DA
Hours:	Full time - 37.5 hours per week
Reporting to:	Owner/Directors
Direct reports:	Director of Bespoke, Senior Interior Designer, Marketing & Sales Manager, Finance Manager, Antiques Manager
Salary:	Competitive

Job Purpose

The Managing Director is the operational lead for the Max Rollitt Group of businesses Interior Design, Antiques and Bespoke. This is a key leadership role with strategic and operational responsibility working in tandem with the Owner/Directors driving the business forward whilst maintaining a positive and collaborative working environment within a diverse team.

The Managing Director will demonstrate a high level of business acumen in overseeing finance, sales, and marketing, and be responsive to market shifts and economic conditions.

The role will ensure the smooth running of the business in respect of all HR, office culture, finance, and operations. Working closely with the Owner/Directors and the senior team, the role is integral to ensuring good intercompany communication, and effective and sustainable working practices.

Main Duties and Responsibilities

Leadership, strategy, and business planning

- Oversee overarching business planning and strategy for Interiors, Antiques and Bespoke to ensure a holistic approach to the development of all three business strands underpinned with a clear marketing and communications strategy.
- Working with the team, prepare bi-annual company-wide presentations on specific business activities including a review of performance.

Financial management

- Oversee all elements of finance working closely with the Finance Manager to ensure the maintenance of accurate and up to date financial information, including budgeting and forecasting in line with the business planning process.
- Maintain oversight of fees, charges, and margins across all business aspects, ensuring information is translated into projections and cashflow accordingly.

- Quarterly meetings with the Owner/Directors monitoring and signing off management accounts with the Finance Manager.
- Lead on the dissemination of industry best practices back to the wider team.
- Be in alignment with the Owner/Directors in leading the business.

Operations

- Effectively overseeing work streams in each strand underpinned by a sound staffing structure, roles and responsibilities and clear decision-making framework under the creative vision of Owner/Directors
- Ensure that the correct and appropriate systems and processes are in place for the business to run efficiently and thrive.
- Line management responsibilities with 5 direct reports.
- Overseeing operations offering support and guidance to the team as required to facilitate the smooth running of the office/showroom/warehouse.
- Develop effective flow of communication between Interiors/Antiques and the Bespoke side of the business and through to the wider team.
- Promote transparency and good communication by providing regular updates to the team at the weekly team meeting in relation to HR, financial or operational matters.
- Monitor effective project management ensuring projects are appropriately budgeted for, are well managed and delivered on time and on budget.

Brand & marketing

- Working with the Owner/Directors and the Marketing and Sales Manager to shape and define brand and marketing activities; ensuring they deliver against the commercial needs of the business whilst balanced against the values of the Max Rollitt brand.
- Working with the Marketing and Sales manager to develop the marketing, sales, and communications strategy across all business strands.

Resourcing

- Identifying and implementing appropriate systems and processes to support delivery across the board where necessary to support sales, logistics and project delivery.
- Optimum people resourcing and regular review depending on workflow and business planning.
- Appropriate space and equipment necessary to fulfil business needs.

People & culture

- Overall responsibility for the staff team working with 5 direct reports.
- Maintain a supportive and collaborative culture underpinned by the company values and behaviours.
- Ensuring the team are kept up to date via clear and open dissemination of relevant company information.
- Initiating the bi-annual review process and conducting reviews with the team; digesting feedback and insights, defining necessary actions, then setting out clear development plans for each member of staff

- Overseeing recruitment - attracting, selecting, retaining, and developing team members, ensuring the business has the right people, skills, and experience to ensure commercial success in a well-functioning structure.
- Responsible for all HR related matters, working with external specialists where necessary using established HR software.
- Liaison with external payroll provider.

Compliance

- Ensuring all business systems are legal and honest underpinned by sound decision making and appropriate behaviours and actions.
- Commit to developing the business' ESG policies and ensure they are implemented in practice.

Skills, Attributes, Experience, Knowledge

- Successful candidates should have a minimum of five years in a leadership or senior management role within a small business context, ideally in a design related industry.
- Proven ability to drive business forward, and positively overcome challenges and obstacles, with a track record of increasing turnover whilst ensuring adequate resourcing.
- Proven experience in identifying and managing commercial risks and opportunities.
- Proven leadership skills in being able to balance strategic thinking and on-the-ground management.
- Demonstrate a high level of emotional intelligence in developing and cultivating rapport working with the Owner/Directors, the team, clients, and suppliers.
- Skilled at collaboration, working as part of the team whilst being able to demonstrate independent thinking in ideas and decision-making.
- Comfortable and confident working with the Max Rollitt client base, exercising discretion where necessary.
- Proven experience of systems, processes, and project management to support a creative/design vision.
- Practical experience of people management with comprehensive knowledge of HR processes, balanced with a nurturing approach.
- Dual skills of top-level oversight coupled with attention to detail.
- Work well under pressure, being able to multi-task and prioritise effectively.
- Solid problem solving, decision making and analytical capabilities.
- Proven high quality experience of confident client liaison and presentation.
- Excellent verbal and written communications essential in line with the brand, liaising between multiple parties.
- Strong creative appreciation and ability to understand and articulate the Max Rollitt ethos.
- Be flexible in working hours to ensure timescales are met.
- Proven experience of working with Owner/Directors offering a complementary skill set.

Benefits

- Idyllic rural location.
- High quality interior design service and furniture and antiques selling to interior designers and clients all over the world and reputation of excellence.
- Small, friendly team with core values of Trust, Striving for Excellence and Joy.
- Profit share scheme.
- Company Sick pay scheme.
- 28 days paid holiday per year.
- Pension Scheme.
- Bike to work scheme.
- Wellbeing days.