

# WILTON BRADLEY

## JOB DESCRIPTION

### ECOMMERCE OPERATIONS SUPPORT

#### **About Us**

Wilton Bradley is a dynamic, fast-growing company with a broad and diverse product range sold across the UK and beyond. Our B2C eCommerce department operates at pace across multiple leading platforms including Amazon, our own Shopify websites, and additional marketplaces such as B&Q & The Range. We pride ourselves on delivering great customer experience and are looking for ambitious, operationally minded individuals to grow with us.

#### **Job Role**

We're hiring an eCommerce Operations Support to help power the next stage of our growth. This is a dynamic, high-energy role at the heart of our order-to-delivery journey, perfect for someone who thrives in fast-moving environments and loves solving problems before they become challenges.

You'll take ownership of the daily flow of orders, collaborate with teams across the business, and ensure every customer receives a seamless delivery experience. Beyond the day-to-day, you'll contribute to major 2026 projects shaping the future of our eCommerce operation, bringing fresh thinking, initiative, and a drive to push boundaries.

If you're hungry to learn, excited by pace, and eager to make a difference from day one, this is your chance to join a team where your impact will be seen and felt.

#### **What You'll Be Doing**

- Oversee daily order flow across eCommerce channels, ensuring accurate and timely fulfilment end to end.
- Act as the eCommerce point of contact for our Customer Service Team to flag order-related issues including cancellations, escalations, and ad hoc administration to.
- Support Amazon FBA operations and own processes including shipment creation, inventory replenishment, and resolving operational challenges.
- Monitor performance dashboards and channel health data, sharing clear updates with the wider team.
- Work with Trading Team to support our channel fulfilment strategy across our websites and marketplaces.
- Coordinate with freight forwarders on international shipments to ensure cost-effective, on-time delivery.
- Liaise with Warehouse, Finance, Marketing, and wider eCommerce teams to keep operations aligned.
- Conduct root-cause analysis when things go wrong, including delayed shipments & fulfilment failures, and follow through to resolution.
- Support new marketplace onboarding with the eCommerce Manager and integrations team.
- Generate reports on order volumes, fulfilment rates, and key performance metrics.
- Document and maintain operational processes to support consistency as we scale.
- Pursue personal development of skills and knowledge appropriate to the role.
- Adhere to stated policies and procedures
- Any other tasks deemed by the Company to be necessary for the successful completion of the role



## **What We're Looking For**

- Background in logistics or high-volume retail operations.
- Strong understanding of eCommerce operations and logistics, with the drive to optimise and improve processes.
- Confident communicator able to work effectively with warehouse, finance, trading, and senior stakeholders.
- Technically minded, quick to learn new systems, and comfortable analysing data in Excel.
- Highly organised, able to manage shifting priorities independently, and confident escalating issues early when needed.
- Proactive, resourceful, and naturally curious, someone who solves problems, documents what they do, and takes full ownership of outcomes.

## **Nice To Have**

- Experience with Amazon Seller Central & FBA operations.
- Knowledge of international freight or cross-border shipments.
- Experience with Shopify and/or Rithum (ChannelAdvisor).
- Familiarity with ERP systems.

## **Benefits**

The Wilton Bradley Group are a family-owned business committed to supporting our employees in both their professional and personal lives. We offer a range of benefits designed to enhance their well-being and work experience. Employees enjoy an exclusive discount of 40% off online products.

We also provide a competitive company pension with an annual salary exchange opportunity, sick pay, and enhanced maternity and paternity pay. With 33 days of annual holiday, our employees have ample time to recharge and spend with their loved ones. Additionally, we foster a vibrant workplace culture through annual company events and recognition such as long service awards. To promote health and sustainability, we offer a membership of the Healthshield cash back scheme, a Cycle-To-Work scheme after six months of service and provide free on-site parking. Our casual dress code encourages comfort and expression, while our comprehensive induction and training program ensures professional and personal development opportunities for all. Plus, employees can enjoy complimentary tea and coffee to fuel their day.

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For more information, please contact Marianne Clark, Human Resource Assistant:  
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