

Sarah Nelson's Original Celebrated Grasmere Gingerbread®



Our mission is to make *'the best gingerbread in the world'* and deliver a truly unique sensory experience.

Our vision is threefold; to respect over 170 years of heritage, to protect the integrity of the brand, and to sympathetically grow the business to fulfil future customer expectation.

About us: Grasmere Gingerbread® is an iconic, third generation family business in the heart of the UNESCO Lake District National Park in Cumbria. Our core values are **passion, integrity, respect, authenticity, trust and excellence.**

Position: **Dispatch Manager**

Salary: **£32,000 - £35,000** per annum (dependent on skills, experience and relevant qualification)

Location: Grasmere, Lake District National Park (**on-site role**)

Days & hours of work: 5 days a week (split days due to a 6-day week operation, weekend off every 6 weeks) 8.30am – 5.00pm (30 mins for lunch)

Main purpose of the job: This is very much a 'hands on' management role within a busy mail order department. It incorporates several crucial elements and processes and is integral to delivering the high standards, ethos and first-class customer service of Grasmere Gingerbread®. Key responsibilities include ensuring the efficient operation and execution of the daily operational dispatch of domestic/international parcels to acute/rolling deadlines and to pro-actively and supportively manage the team to deliver 'the above' effectively and efficiently. It is a position that demands an understanding and appreciation of the internal and external demands upon Grasmere Gingerbread®. Meeting these consistently has enabled the business to establish and maintain a global reputation for excellent customer service.

Ultimately responsible to: The Directors

Reporting directly to: Operations Manager

Internal liaison: Marketing and Sales team, procurement, ecommerce, production, retail operations, bakery and finance.

External liaison: Couriers and drivers

Responsible for and management of: Mail Order Assistant(s) and relief packers and support staff

Main tasks of the role:

Dispatch:

- Process and execute the daily dispatch of orders.

Management of mail order team:

- Organise staffing of the department enabling full operation 6/7 days a week.
- Give daily direction to the team to fulfill dispatch deadlines and meet company quality standards and customer expectations.
- Liaise with Operations Manager to further support and manage relief packers during busy periods.
- Monitor staff performance and action staff reviews in conjunction with Senior Management and company procedures.
- Deliver relevant staff training as and when required.

Communication:

- Communicate internally and externally at all levels and formats (face-to-face, telephone, email and letter) to build and maintain excellent relationships.
- Communicate regularly (daily) with bakery to ensure mail order requirements are fulfilled.
- Communicate internally with the rest of the team as and when required.
- Administrate international shipping requirements.
- Provide the Finance Manager with financial information as and when required (often to legal deadlines).
- Gather and collate regular statistical mail order data for presentation to the Operation Manager, Directors & Ecommerce Manager.
- Provide regular operational up-dates for Operations Manager or, in his absence, the Directors.
- Communicate with external providers, e.g. couriers (account managers, customer support and drivers) and suppliers (where applicable) to build harmonious working relationships.
- Communicate with customers (individual/corporate) to meet the company's ethos and standards and ensure this is replicated by the rest of the team to deliver first-class customer service.
- Monitor and deal with negative issues, respond accordingly and record relevant data.
- Communicate with the Sales and Marketing Department in reference to the online shop.

Consumables:

- Liaise with Stock & Procurement Manager or, in their absence, Bakery/Operations Manager for stock requirements/issues.
- Maintain suitable stock levels for both saleable and consumable stock (mail order only) which take into account seasonal peaks and sales promotions by liaising with the Stock & Procurement Manager and the Sales & Merchandising Manager.

Technology and Data Management:

- Data management and compliance with GDPR across all areas.
- Ability to operate all courier software and execute courier software updates.

Finance:

- Process all relevant payments.
- Compile records of refunds and replacements for monthly submission to the Finance Manager.
- Monitor courier costs and communicate when changes/issues arise.
- Process refund claims with courier companies and keep records of these for quarterly submission to the Finance Manager.
- Alert Operations Manager or, in their absence, the Directors in the event of any payment system failures.
- Responsible for petty cash in the absence of the Finance Manager.

Websites & Digital:

- Ensure complete understanding of the company's Terms and Conditions and that they are fully adhered to.
- Liaise directly with Ecommerce Manager on any issue with website.
- Monitor and update stock on website in the absence of the Stock & Procurement Manager.
- Create and design marketing emails, link to site and email in absence of Sales & Merchandising Manager.

Promotion:

- Manage and execute dispatch of special or seasonal promotions working alongside Marketing & Sales, Procurement.

Overall department responsibility:

- Full responsibility for the mail order department building – security, housekeeping plus health and safety of colleagues working in and others that may enter the building.
- Any other tasks as and when required by the Directors.

Person Specification:

As previously stated, the role of Dispatch Manager is very much a 'hands on' managerial role. It requires a high level of self-confidence, a commercial mindset, excellent communication skills, an analytical, organised approach and the ability to self-motivate and work independently and/or as part of a team. Ultimately, the Dispatch Manager relates to and interacts with the business as a whole to deliver excellent customer service. The ideal candidate must demonstrate experience across ecommerce management, technology, distribution and possess strong logistics and staff management experience.

Essential skills and experience:

- Exceptional attention to detail in all dispatch and packing tasks.
- Minimum 3 years' experience in dispatch, logistics, warehouse or ecommerce fulfilment.
- Strong understanding of pick/pack workflows, parcel labelling and courier handover.
- Highly proficient in Microsoft Office and dispatch-related IT systems.
- Confident using order management, courier booking and parcel tracking platforms.
- Personable with first-class customer service skills.
- Clear, effective communicator across written, verbal and digital channels.
- Highly organised with excellent time management.
- Able to manage and co-ordinate multiple tasks simultaneously.
- Working knowledge of GDPR and secure data-handling practices.
- Strong problem-solving skills, particularly around courier delays or stock discrepancies.

Desirable:

- Experience supervising or coordinating small teams.
- Knowledge of courier performance metrics or dispatch KPIs.
- Experience improving dispatch processes or reducing error rates.
- Familiarity with stock control or inventory systems.

Technology Requirements:

- Advanced Microsoft Excel (Intermediate–Advanced) and confident with formulas such as IF, VLOOKUP; macros.
- Microsoft Outlook, Word and PowerPoint.
- Mailchimp/Campaign Monitor.
- Shopify.
- EPOS systems.
- Cloud backup and Anti-virus software.

- Shipping and logistics software systems.

Our provision & benefits:

We offer you the opportunity to work in the most beautiful part of the UNESCO Lake District National Park and as part of a successful, friendly family business that prides itself on its social responsibility and commitment to the charitable sector. The role includes a 3 month probationary period. The following benefits (points 1, 4, 5 & 7) after 3 months' probationary period and point 2 after one year's service:

1. Health policy with the option to add family members, including a cashback scheme for healthcare, everyday essentials and leisure spending.
2. A day's pay on your birthday.
3. Free parking in Grasmere for non-residents.
4. 'My Cumbria Card', offering discounts on regional attractions and facilities.
5. Staff discount.
6. Paid external courses that support the role.
7. £50 worth of goodies of your choice.
8. Free refreshments and unlimited Grasmere Gingerbread® while at work.

To note:

- A special confidentiality agreement must be signed as part of the appointment process.
- Additional working outside normal office hours may be required to meet the demands of the business.

Recruitment process:

1. Application forms (downloaded from the website under 'Contact' – Employment) and covering letter* are reviewed against essential skills and experience.
2. If selected, we will undertake a telephone discussion regarding your application.
3. If your application is taken forward, you will then meet with the Directors via Zoom.
4. At this stage, successful candidates will then be invited into the business to undertake assessments relevant to the role.
5. Finally, successful candidates will be invited for a panel interview to meet the team and have a site tour.

***Please provide a cover letter with your application form stating why you would love to work for Grasmere Gingerbread® and what you feel you would bring to the role.**

Thank you for your interest.

10th September 2026