



GROUND

PURE • CLEANING • POWER

August 2025

Operations Manager

REPORTING TO: COO (Alison) / CEO (Megan)

Magana, Kiambu (HQ) | Full Time

Job Grade: 5–6

Company Overview:

Grounded is a women-run manufacturer of non-toxic home and personal care products powered by Kenyan ingredients. Founded in 2017, Grounded manufactures over 50 products to convert homes and businesses to the new clean, distributes to supermarkets, directly to consumers, and businesses - with a growing focus on East African & global export.

Joining our Team:

At Grounded, we are committed to fostering an inclusive and diverse workplace where all employees feel valued, respected, and empowered to contribute their unique perspectives. Diversity, equity, and inclusion are fundamental values and drivers of innovation, creativity, and success.

Role Description

We are looking for a hands-on, solutions-focused Operations Manager to lead our factory and operational teams daily. This role is the glue between departments - ensuring production, procurement, facilities, HR, IT, and inventory work seamlessly together. You will own production and inventory planning, develop and maintain operational systems, and ensure teams deliver results without constant escalation to senior leadership.

The ideal candidate is highly organized, data-savvy, and thrives in turning complex processes into clear, efficient workflows. You will be accountable for both day-to-day execution and long-term operational improvements that drive Grounded's growth.

You will be a senior member of the team - joining the co-founders in strategic planning, KPI / target setting, and overall business trajectory planning.

What You'll Do

Production & Inventory Management

- Lead and oversee daily production operations, ensuring output meets quality, efficiency, and safety standards.

- Develop and execute production schedules aligned to sales and inventory needs.
- Demand planning & forecasting - getting ahead of sales/demand trends, aligning with our production flows and timelines
- Manage inventory controls to ensure raw materials and finished goods are available without overstocking.

Order Fulfillment & Logistics

- Manage operations team including logistics, planning, and order fulfillment teams to ensure timely and accurate fulfillment of orders
- Attention to AR and payments
- Use of ERPs (Zoho Inventory, Books, Analytics) to ensure proper fulfillment and order tracking
- Oversee domestic and export logistics providers and systems

Systems, Tools & SOPs

- Implement and refine operational systems and tools to streamline workflows across departments.
- Ensure SOPs are created, documented, and consistently used—balancing proliferation with meaningful impact.
- Use data analytics to identify bottlenecks, measure performance, and drive operational decision-making.

Cross-Functional Leadership

- Manage and develop the Operations team, Production Manager, Facilities, HR, IT, and Procurement teams.
- Ensure smooth coordination between departments, especially where workflows overlap.
- Act as the point person for operational decision-making in the absence of the COO/CEO.

Data & Reporting

- Produce and review department financial reports, tracking budgets, expenses, and operational KPIs.
- Maintain robust controls for procurement, stock management, and operational expenditures.

Continuous Improvement

- Identify opportunities for cost savings, efficiency gains, and quality improvements.
- Lead problem-solving sessions and implement changes that deliver measurable results.

What You'll Need

- 5+ years in operations, manufacturing, or supply chain leadership roles (FMCG experience preferred).
- Strong systems thinking skills—able to design, connect, and improve processes across functions.
- Demonstrated ability to manage multiple teams and workstreams.
- Proficiency with operational software, inventory tools, and data analysis (Excel, Zoho, or similar).

- Excellent problem-solving, decision-making, and communication skills.
- A practical mindset with an eye for detail and a bias for action.
- Experience with forecasting, demand planning, and coordination between production/procurement and sales.
- Strong people management skills - with experience managing 5-10 staff directly

What Success Looks Like

- Factory operations run smoothly without daily escalation to senior leadership.
- SOPs are actively used, kept up-to-date, and delivering measurable improvements.
- Production and inventory align seamlessly with sales forecasts and customer needs.
- Operational reports are timely, accurate, and used to make informed decisions.
- Cross-department collaboration results in faster, clearer outcomes.

Compensation

- Commensurate with experience. This is a senior position of a growing company.

[To apply - send your information through our job application form.](#)