

Operations Director

At e5 Bakehouse

Job Type: Salaried

Reports To: Founder of the company

Location: Primarily Head Office in Hackney, regular visits to Poplar (E14) and Stratford (E20)

Contract: Full Time, 48 hrs per week

Salary: £50k

About Us

E5 Bakehouse is an independent, values-driven bakery and café, operating seven days a week across three vibrant East London locations. We're passionate about championing sustainability, celebrating diversity, feeding communities, sharing knowledge, and inspiring craftsmanship. Our culture is at the heart of everything we do — whether we're baking sourdough, running workshops, or serving our neighbourhoods.

About the role

We're looking for an Operations Director to take charge of the diverse range of enterprises we have brought into being under the, now four, railway arches we inhabit in Hackney. Liaising with departmental heads across production, customer service and logistics your role will be to bring your experiences and oversight to support a safe, happy and productive workplace. You will be taking e5 to the next level, implementing KPIs and presenting data to stakeholders, incentivising teams and ensuring the company remains competitive whilst still maintaining a friendly atmosphere. Across many departments you will be tasked with ensuring quality is upheld, customers are delighted and the workplace is a safe and well organised place to be.

About you

- You're a leader with proven experience in hospitality across multiple sites.
- Passionate about food as a lever for environmental and societal revitalisation
- At ease communicating challenging concepts to management
- Excellent at observing, problem solving and delegating
- Background in running a food business and managing a broad diversity of projects
- You're organised and happy to split your time across our three sites.

Key Responsibilities

- Bakery operations, including but not limited to; Quality of produce, customer service, food & other regulatory standards
- Training and developing leaders within the company and supporting the management team
- Reporting on KPIs to stakeholders
- Developing incentives to reward the team
- Developing website, social media, PR
- Wholesale customer relations and developing new wholesale business
- New business development eg products, events, locations
- Equipment safety, maintenance and purchasing
- Meeting sustainability objectives
- Recruitment and training of new leaders

What we offer

- A share of company profits plus equity in growth shares
- A supportive, passionate team and a welcoming, creative environment.
- The chance to make a real impact on our people and culture
- A hearty, delicious staff lunch each day, plus all the free coffee and tea you can drink.
- Generous discounts across all of our products.

How to Apply

Send your CV and a cover letter telling us why you'd be a great fit for E5 Bakehouse and this role to jobs@e5bakehouse.com. We'd love to hear how you connect with our values and what you'd bring to our team.

E5 Bakehouse is an equal opportunities employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. Join us in feeding communities, inspiring craftsmanship, and shaping the future of E5 Bakehouse!