



# Jason Brown

Operations Director

📍 London, UK

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## Links

[LinkedIn](#)

## Languages

English

## About

### BRANDS WORKED WITH

Chase Moulande

Diamond Manufacturers Ltd/ VASHI

Jonathan Wren

Love & Tate plc

Reed Managed Services

Robert Walters

## Experience

### ● Operations Director

Diamond Manufacturers Ltd/ VASHI | Oct 2013 - Apr 2023

Diamond Manufacturers Ltd were an online luxury Jewellery company that expanded into stores to enhance and change the customer journey, whilst creating new levels of achievement across ESG and unique consumer luxury experiences.

- Strategic and hands on Operational Director reported directly to CEO of VASHI and Chief Officers.
- Responsible for office and multiple store-opening (7 stores) strategies including all CDM/H&S compliance, costing and security within restrictive time frames.
- Project managed various Ecommerce and Instore projects to address changing market requirements, especially changes in personalisation/ emotional content, web initiatives all supported with sustainability and growth.
- Rewrote and generated policies for multiple IT projects including PCI, PSP, PSD2, GDPR and DORA.
- Initiated a EVP and DE&I initiatives, leading to less than 4% attrition over 3 years and hired 93 staff across stores and head office. Developed "Entrepreneurial/ family" culture of honesty and empowerment with open and regular feedback at all levels, with goals and development needs identified and staff values.
- Implemented enhanced training and leadership development across Retail and Customer Service teams in line with our store openings created higher spend and improved brand engagement resulting in highest earning concession in Selfridges Wonder Room in December 2019.
- Operational and Legal reporting for CEO and SMT, including ESG, sustainability planning on new ventures, social impact/ brand transparency, as well as delivered R&D savings over £5M from 2014.
- Worked in partnership with the SMT and leadership team to develop various commercial and operational strategies which reduced costs by 30% and initiated correct procurement practices.
- Enhanced company values and award-winning service delivery through effective customer experience management initiatives and empowerment, including enhanced CX system implementation.
- Partnered divisional managers to meet and exceed people and financial KPI / OKR's for their areas and or function, then reviewing the effective metrics with them to support staff development and growth.
- Reviewed and implemented all logistics/ delivery management for Import/Export including CDS and VAT regulations.



### ● Associate Director

Chase Moulande | Mar 2013 - Oct 2013

Private Recruitment Agency, specialised in the Payroll market. This was a Fixed Term Contract position to turnaround the brand and team. I worked with the CEO and owner and provided best practice management in both people and sales management, having achieved all financial and people goals, in 6 months, I then provided a two year strategy after being hired at Diamond Manufacturing Ltd, which saw them continue to grow.

- Rebuilt permanent, contract and temporary divisions, from 2 people to a team of 8
- Increased Net Fee Income across all areas, Permanent 28%/ Contract and Temporary £1500pm to £11kpm
- Trained, motivated, managed various levels of staff to exceed personal and commercial deliverables
- Account Director and Key account management across a broad sector



and trained team into best practice

- Regular press coverage to improve brand awareness
- Review all PSLs and legal contracts to ensure best practice
- Reported directly to the Board of Directors and reviewed matrix delivery

- **Permanent Recruitment Manager Part Qualified Division**

Robert Walters | Dec 2009 - Feb 2013

(Left due to being head hunted)

- Set up a new division from scratch
- Recruited, mentored, managed, developed a team of eight staff
- Team became profitable within six months, and exceeded target by 22%
- Year on Year revenue growth of 42% (454k-653K) and zero staff attrition
- Asked to lead and take on various group wide account directing projects
- Worked closely with our legal and bid writing teams on RFP and Tenders
- Invited into new European Business Management Team to enhance client and candidate experiences on a group basis.
- Requested to help set up teams PQ teams in Manchester and Midlands
- Ensured strong group business relationship management is maintained and driven at all levels.

- **Client Relationship Manager**

Jonathan Wren | Oct 2008 - Aug 2009

(Left due to being head hunted)

- **RPO – National Resource Operational Manager**

Reed Managed Services | May 2008 - Oct 2008

- **Group Business Development/ Client Relationship Manager**

Love & Tate plc | Mar 1995 - Apr 2008

(2006 to 2008) Recruitment and Operations Manager (Love & Tate ctd)  
(2004 to 2006)

## **Education & Training**

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2002 - 2004

- **Ashcroft International Business School**

Executive MBA – International Business Administration,