

D365 Operations Process Lead

Full-Time/Permanent

Location, UK (with occasional International travel)

Are you a D365 operations expert with a passion for driving operational excellence?

Do you have a proven ability to optimise ERP platforms and embed process improvements across supply chain and operations?

The 2M Group of Companies are looking for an experienced D365 Operations Process Lead who will take immediate ownership of optimising and driving operational processes across the Group. As D365 Operations Process Lead, you will play a pivotal role in shaping, enhancing, and embedding best practice business processes within Microsoft Dynamics 365, ensuring alignment with strategic objectives. The role will involve regular collaboration with Group Companies, operational sites, and cross-functional teams, as well as close engagement with suppliers and customers. Strong analytical, problem-solving, and stakeholder management skills are key characteristics required for this role.

What you'll be doing...

Acting as the subject matter expert for all operational aspects of Microsoft Dynamics 365 (D365) across warehouse management, production, and transport modules. Ensuring optimal utilisation of handheld devices and related technology to streamline operational workflows.

- Apply Lean process improvement methodologies to eliminate waste, reduce lead times, and improve throughput.
- Leverage Net Promoter Score (NPS) insights to embed customer-centric improvements into operational processes.
- Upskill operational staff on D365 best practice to reduce dependency risks and build in-house capability.
- Work cross-functionally to ensure business transformation delivers measurable value and sustainable change.
- Contribute directly to improved process reliability, reduced operational errors, enhanced customer satisfaction, and increased operational efficiency.

Your background...

Must have...

- Strong technical and functional expertise in Microsoft Dynamics 365 (WMS, production, transport modules).
- Proven track record of delivering ERP-

Nice to have...

- Previous experience in chemicals, manufacturing, or distribution industries.
- Experience leading business transformation or ERP implementation

Sound like a good fit? email recruitment@2m-holdings.com to apply

- enabled process improvements within operations and supply chain.
 - Knowledge and application of Lean methodologies to streamline operations.
 - Experience embedding NPS-driven initiatives into business processes.
 - Strong ability to translate business requirements into system solutions and operational practices.
 - Excellent communication and collaboration skills, with the ability to engage stakeholders at all levels.
 - Experience in training and upskilling teams on ERP best practice.
 - Graduate-level education or equivalent operational/ERP-related professional qualifications.
- projects.
 - Knowledge of regulatory and compliance considerations within supply chain operations.
 - Full UK driving licence.

What we can offer you...

- Generous holiday allowance with buy/sell holiday scheme.
- Flexible hours
- Hybrid working
- Genuine professional development opportunities through external training and internal career development programmes
- Mental health initiatives, including free therapy/counselling
- Physical wellbeing initiatives including active support and challenges

A bit about us...

Maintaining a portfolio of Material & Life Science companies, the 2M Group of Companies is committed to delivering chemistry-based solutions for a better life today and a better world tomorrow.

The 2M Group of Companies is headquartered in the UK with customers in over 90 countries. We have established a strong presence as market leaders in the chemical industry since our formation in 2004.

We are a friendly team with an innovative culture that works together to get things done. We trust everyone equally and fairly and encourage our people to be truly creative and think outside the box.

2M Group is fully committed to Diversity, Equality and Inclusion in the workplace. A copy of our EDI policy is available on request.