

Operations Manager

Brand: Matthew Clark

Job Family: Logistics

Report To: Depot Manager

Sub Family: Logistics

Purpose

Responsible for the day to day operation of the transport and warehouse functions on a shift basis. Responsible for ensuring defined customer service levels and key performance indicator targets are met. Key driver for meeting company standards of customer service within warehouse operations. In addition, taking full responsibility for the operations in the absence of the Depot Manager. Responsible for fostering a culture of continuous improvement and encouraging a "can do" approach to all challenges. With the ability to lead by example and potentially develop into the role of Depot Manager when the opportunity arises To support the organisational drive for sustained profitable growth, whilst understanding the commercial practicalities, translating this into "day to day "environment.

Core Accountabilities

- Manage the functions within the depot to deliver the defined customer service levels within agreed costs to demanding customers.
- Set objectives and performance expectation. Constantly monitor actual performance levels (using KPI) and "touring the floor"! Follows up on attainment.
- Manage adherence to agreed methods of working (e.g.: SOP's) using them to plan and lead the Teams working practices. Take action over non-compliance. Taking a balanced approach & recommending beneficial action where this is outside agreed procedure.
- Undertake resource / manpower planning on a daily / weekly basis to ensure that appropriate levels of suitably skilled staff are available to meet all operational requirements and cost effectiveness.
- Manage the training and development of all staff in order to provide appropriate skill cover for current and future business. Whilst having the ability to develop capabilities from within.
- To provide all new Operations staff with Induction and Manual Handling training & ensure they are equipped with correct P.P.E, before commencement of duties.
- To manage the service and maintenance of all MHE ensuring target controls are in place to secure compliance with all relevant H&S and company regulations currently in force.
- Primary key holder with call out responsibilities.
- Ability to deputise for the Depot Manager and undertake the full range of duties for that role.
- Together with the Depot Manager and Finance, produce annually a challenging yet achievable budget and a cohesive strategy to accomplish it. Continually review P&L and develop the breadth & depth of financial reporting.
- To work with the Depot Manager to think strategically on the long term requirements of the operation to identify the necessary milestone required to ensure a continuity of cost and customer care.

KPIs

- Assist in management and delivery of actual to budget performance on variable, fixed and admin costs
- Achieve/exceed the cost per 9L case budget
- Oversee stock availability, delivery accuracy and on time fulfillment to agreed standard
- Assist in payload utilisation to agreed level
- Ensure 100% legal compliance in transport, security, warehouse & H&S

Key Relationships

Internal

- Sales teams
- Direct Reports
- Finance, HR other HO based services

External

- Customers/Suppliers
- Governing Statutory Bodies

Experience, Skills and Knowledge

- Strong people management experience in either warehouse or transport
- Proven track record of innovation both in operating and cost control
- Ideally induction & manual handling training experience

Qualifications & Education

- Higher Education Standard, ideally at degree level or equivalent.
- Ideally CPC Management qualification or similar

Our Values**Passion**

We tackle challenges and opportunities with passion and enthusiasm. Across the business we have fun whilst we do it.

Agility

We are always flexible to the needs of the business. Our people generate innovative ways of working. In return our leadership embrace new ideas and opportunities.

Team Work

We work as one team to achieve a common goal. We support our customers, our retail Franchisees and each other.

Customer Focus and Excellence

We make a difference by going the extra mile for our customers and each other.