

## Transport Operations Manager

<b>Brand:</b>	Matthew Clark	<b>Job Family:</b>	Logistics
<b>Report To:</b>	Transport Logistics Manager	<b>Sub Family:</b>	Logistics

### Purpose

The job holder will ensure the smooth management of the transport operation, with responsibility for the delivery of cost, service, compliance, people KPIs – in line with company and legal standards and requirements.

Responsibility for the transport team and fleet on a day-to-day basis, supporting the management team as required.

### Core Accountabilities

#### Cost

- Manage the usage of labour within the transport team, adjusting plans to ensure tasks are covered effectively at optimal cost
- Ensure all items delivered are to agreed customer specification with minimum wastage
- Ensure that the department and depot achieve the company quality targets whilst operating within productivity targets
- Ensure any operational costs are fully managed in accordance with the Transport Logistics Managers directive

#### Service

- Proactive communication with internal and external customers, line manager and customer service team regarding operational issues
- Responsibility for the delivery of daily, weekly, and monthly plans to ensure customer and company needs are met
- Implement effective change to facilitate customer requirements as required, through customer, crew, and stakeholder feedback
- Ensure the depot fleet is operationally ready and compliant to the required standard to ensure continuity of supply to our customers
- Assist the Transport Logistics Manager in preparing detail for monthly reports
- Through effective management of the Transport Team Leaders, ensure that the daily plans and working hours of the crews are analysed to facilitate optimal performance

#### Compliance

- Ensure compliance with all quality and legal Health and Safety documentation and standards
- Counsel any infringements through de-brief and escalation as required, following the company procedures or re-training as needed
- Maintain fleet compliance, focusing on defect reports, servicing, and MOT's
- Ensure customer and company requirements are observed and maintained by monitoring the adherence to company policies and procedures including completion of DRA's
- Accurately complete relevant transport and Health and Safety audits through to corrective action sign off and implementation of any required changes

- Monitor and maintain housekeeping standards in the department. Identify, eliminate, isolate, or minimise workplace hazards

### **People**

- Proactively manage team members' performance
- Identify employee training requirements including mandatory regulatory training
- Provide or arrange relevant training to team members to ensure compliance as well as development
- Ensure investigations into accidents and incidents are completed effectively and there is a follow up on corrective action with communication to the wider team
- Proactively ensure people management issues are identified and effectively dealt with
- Ensure consistent communications across the team and develop and maintain relationships with other departments

### **Leadership**

- Act following the company's values and management principles within the department
- Provide the team with expert knowledge, advice, leadership, motivation and addressing areas for improvement
- Provide practical solutions to operational challenges and take ownership of problems and deal with them effectively
- Create and maintain a positive, safe, and productive working environment
- Continually review ways of improving the operations in all areas, generating new ideas and actively implementing and promoting change

## **Key Relationships**

### **Internal**

- Warehouse
- Stock
- Admin
- Customer Care
- Sales
- HR

### **External**

- 3rd party logistics
- External contractors

## **Experience, Skills and Knowledge**

### **Experience**

- Experience in a management role within a fast moving and changing work environment such as FMCG or logistics
- Experienced in managing, developing, and inspiring teams
- Fleet management

### **Skills/Behaviours**

- Passionate about providing a Premium service
- Team player role model who leads by example and can motivate, coach, and develop team members

- Proven people management skills e.g., dealing with performance and disciplinary issues, grievances, and team building
- Able to manage targets and KPI's
- Able to solve problems and generate innovative solutions
- Able to multi-task in a pressured environment and work to tight deadlines
- Able to plan, organise and delegate effectively with attention to detail – methodical and logical in work style
- Highly motivated and driven in maintaining the highest standards in quality and Health & Safety
- Effective communication skills – able to communicate effectively at all levels with good verbal and written English
- Must be flexible with work patterns as the role may require management at different times of the working day
- Positive approach and completion of any reasonable task requested by the management team

#### **Knowledge**

- Warehousing and distribution systems
- Transport laws and regulations
- Cost control
- Health and Safety

#### **Qualifications & Education**

- IOSH Managing Safely – desirable
- Proficient in MS Office Suite – essential
- Driver CPC - essential