# Transport Manager

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| Brand: Report To:  | Matthew ClarkOperations Manager | Job Family:Sub Family:  | Logistics Logistics  |

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| Purpose |
| The job holder will be responsible to ensure the smooth management of the Transport Operation, with responsibility for the delivery of Cost, Customer Service, Legal Compliance, People KPIs as well as being responsible to ensure we deliver a balance working week – in line with company and legal standards and requirements.Responsibility for the Transport team and their development as well as the fleet and compliance on a day-to-day basis, supporting the management team as and when 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 Operations Managers directive.
* Ensure absence is managed effectively to reduce a cost impact to the business.
* Manage vehicle damage to ensure we document and manage a reduction where possible.
* Manage stock loss in the department to ensure all stock loss is identified and controlled.

**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.
* Responsible for preparing a detailed monthly report on the month’s performance and KPI’s.
* 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
* Ensure all driver related infringements are counselled through de-brief and escalation as required, following the company conduct procedures or re-training as required.
* Maintain the fleet legal compliance, focusing on Defect reports, PMI’s, 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 Delivery Point Assessments, Crew Behavioural Assessments as well as Empty Keg collection monitoring.
* 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 through regular One to One meeting.
* Identify employee training requirements including mandatory regulatory training.
* Provide or arrange relevant training to all team members to ensure compliance as well as development.
* Ensure investigations into accidents and incidents are completed effectively, following the company process for accident investigations. Ensure any corrective actions or recommendations are followed up and completed whilst communicated out to the wider team.
* Proactively ensure people management issues are identified and effectively dealt with in line with company procedures.
* Ensure consistent communications across the team and develop and maintain relationships with other departments and colleagues.

**Leadership*** Act in the correct manner, always following the company’s values and management principles within the department.
* Provide and share with the team expert knowledge, advice, leadership, motivation and always 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 operation in all areas, generating new ideas and actively implementing and promoting change in your department.
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| Key Relationships  |
| Internal * Warehouse
* Stock Control
* Admin
* Customer Care
* Sales Teams
* HR Department

External* 3rd party logistics
* External contractors
* Customers
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| Experience, Skills, and Knowledge  |
| **Experience** * Experience in a management role within a fast moving and changing work environment.
* Experienced in managing, developing, and inspiring teams.
* Experienced in Fleet management and Transport Legal Compliance.
* Experienced in managing Conduct and Capability issues.

**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
* Cost control management
* Up to date understanding of Compliance and Transport laws and regulations
* Health and Safety
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| Qualifications & Education |
| * IOSH Managing Safely – Desirable
* Conduct Management – **Essential**
* HGV Class 2 – Desirable
* EPOD Experience - Desirable
* Capability Management Experience – **Essential**
* Planning Experience – Desirable
* Vision / Tacho Master Experience – Desirable
* Proficient in MS Office Suite – **Essential**
* Holds a Transport Managers CPC - **Essential**
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