# CI and Admin Manager

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| Brand:Report To: | Matthew Clark  CI and Compliance Operations Manager | Job Family:Sub Family: | Logistics  Logistics |

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| Purpose |
| The job holder will manage the depot continuous improvement, stock integrity and admin, with responsibility for the delivery of cost, service, compliance, people KPIs – in line with company and legal standards and requirements.  Direct responsibility for the effective management of the depot continuous improvement, stock integrity and admin teams |
| Core Accountabilities |
| **Cost**  • Ensure efficient management of the depot stock integrity in line with company policies / procedures and customer requirements  • Ensure a best service at the right price approach is applied when looking continuous improvement projects  • Ensure any operational costs are fully managed including, but not limited to, investigations of stock loss / gains, management of depot credits, open orders and order queries  • Ensure all wastage and breakages processes are followed in order to facilitate the management and reduction of cost   * In conjunction with the CI and Compliance Operations Manager, assist in the creation and management of the CI and admin budget   **Service**  • Proactive communication with internal and external customers and suppliers / contractors   * Manage and improve the stock integrity in line with company policies to ensure availability of supply to our customer base * Regular internal supplier and customer reviews in order to facilitate improvements across functions * Effective stock integrity management, in liaison with the warehouse shift managers, through PI validation process and periodic full inventory counts   • Liaise with relevant stakeholders regarding issues affecting service to customers, both internal and external  • Implement effective adjustments to facilitate changes to customer and depot requirements through a robust change management process   * In liaison with the warehouse teams, review the warehouse layout, based on inventory changes to optimise the efficiency of the inbound and outbound operation   **Compliance**  • Ensure compliance with all quality and legal documentation and standards  • Ensure customer and company requirements are observed by monitoring the adherence to company policies and procedures  • Accurately complete relevant depot audits through to corrective action sign off and implementation of any required changes   * Ensure all relevant training is up to date and rectify any non-compliance   • Monitor and maintain housekeeping standards in the depot. Identify, eliminate, isolate, or minimise workplace hazards  **People**  • Proactively manage team members’ performance  • Identify employee training requirements including mandatory regulatory training  • 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  • 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   * Transport * Warehouse * Customer Care * Sales * HR   External   * External contractors / suppliers |
| 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 small and large teams  • Management of inventory in a fast moving and changing environment such as FMCG or logistics   * Experience in change management and continuous improvement   **Skills/Behaviours**  • Passionate about providing a premium service   * Ability to analyse inventory trends with supporting reports to influence change and increase product availability   • Team player role model who leads by example and can motivate, coach, and develop team members  • Able to drive the operation forward to the highest of standards especially during periods of change  • Proven people management skills e.g., dealing with performance issues, grievances, and team building  • Able to manage targets and ability to demonstrate their impact on business performance  • Able to solve problems, generate innovative solutions and make justified decisions that influences key stakeholders  • Able to plan and allocate work to team members by utilising planning and project tools  • Proven track record in delivering within set targets with an understanding of cost and control management  • 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   * Budget control * Inventory management * Change management * Continuous improvement management |
| Qualifications & Education |
| * Management Qualification Level 3 or above - desirable   • Six sigma or equivalent qualification – desirable  • Proficient in MS Office suite - Essential |