# CI and Admin Manager

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| Brand: Report To:  | Matthew ClarkCI 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
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| 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
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| Qualifications & Education |
| * Management Qualification Level 3 or above - desirable

• Six sigma or equivalent qualification – desirable• Proficient in MS Office suite - Essential |