# Shift Manager

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| Brand: Report To:  | Matthew ClarkDepot Manager | Job Family:Sub Family:  | LogisticsLogistics  |

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| Purpose |
| To manage the depot operations on a shift basis, including outbased personnel, within agreed customer service and key performance indicator targets. |
| Core Accountabilities |
| * To ensure that inventory is put away, picked, checked and loaded in an efficient and effective manner. Complying with all appropriate procedures, to meet customer service and KPI targets.
* To constantly monitor levels of efficiency (KPI’s) identifying areas for continuous improvement.
* To ensure adherence to Standard Operating Procedure (SOP), using them to plan and lead the teams Working practices
* Together with Depot Manager produce annually an achievable budget for area of responsibility and a Cohesive strategy to accomplish it
* Ensure all equipment (including property, vehicles, mechanical handling equipment and racking) is
* Operated in a safe and effective manner, with cognisance of any statutory requirements, and in
* Accordance with Company Policy.
* Ensure all operations staff receive appropriate training before commencement of duties, maintain detailed records and identify any further training or retraining needs for staff.
* Undertake manpower planning on a daily basis to ensure that appropriate levels of suitably skilled staff are available to meet operational requirements.
* Manage employee relations, using a Quality Management Culture, working within the established Company Terms and Conditions of employment and a cross-functional environment.
* Establish and maintain industry-leading standards of housekeeping, ensuring that all activities undertaken on the site comply with all relevant Health & Safety and Fire regulations.
* Inspect all equipment on a regularly basis, in accordance with Company and statutory regulations, record any damage and take appropriate remedial action.
* Ensure that the Stock Controller is informed of all stock breakages, or other stock variances, in a timely manner.

KPIs* Stock provisions/turns/breakages/days inventory outstanding
* Ops Costs
* Tonnes Op/day
* Absence levels/Productivity
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| Key Relationships  |
| Internal * RSM’s, CDD’s and sales teams
* Depot Managers
* Finance, HR other HO based services
* Direct Reports

External* Customers/Suppliers
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| Experience, Skills and Knowledge  |
| * Experienced people manager
* Knowledge of warehouse management systems
* Record of achievement in career to date
* Extensive Health & Safety knowledge
* Excellent presentation and negotiation skills
* Must be numerate – able to evaluate and draw conclusions from data
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| Qualifications & Education |
| * Degree Level or Equivalent
* IOSH Managing Safely Certificate
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