# Shift Manager

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| Brand:Report To: | Matthew Clark  Depot Manager | Job Family:Sub Family: | Logistics  Logistics |

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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 |
| Key Relationships |
| Internal   * RSM’s, CDD’s and sales teams * Depot Managers * Finance, HR other HO based services * Direct Reports   External   * Customers/Suppliers |
| 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 |
| Qualifications & Education |
| * Degree Level or Equivalent * IOSH Managing Safely Certificate |