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|  ROLE PROFILE |
| Job title | SW Operations Shift Manager  | Date | March 2023 |
| Business | Samworth Brothers Supply Chain |
| Department | South West Operation (Bristol & Callington) |
| Location | Bristol |
| ROLE SUMMARY  |
| Reporting to the SW Operations Manager this key role is responsible for owning and managing overall operational performance. Through empowerment and accountability, they will strive to develop an operational team that will deliver to the highest standards, focusing on delivering all aspects of the South West operations (Transport & Warehouse, both Bristol & Callington). Taking full accountability, ownership and responsibility for all areas of the operation: Health & Safety, People, Manning levels, Service, Cost and legal compliance. Responsible for the safe, efficient and cost-effective management of all identified tasks, whilst ensuring the team are working to the required standards, individually and as a whole. Responsible for managing operational function when on shift ensuring the efficient and cost-effective management of all operational activities in the South West. Ensuring all KPI measures and key tasks are continually met and exceeded.To be an ambassador of best practice, be able to monitor, assess and develop the performance of your direct reports. To fully utilise and develop systems that support the operation. Identifying and implementing quantifiable improvements, while maintaining a positive ability to influence change.Review your direct reports performance at regular intervals, and when required coach or guide your team to perform to the highest possible standards. Carryout any necessary disciplinary hearings /investigations in line with SBSC processes |
| REPORTING STRUCTURE |
| Reports to | Bristol Operations Manager |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES  |
| * Ensure that all members of the operations team complete their tasks in an efficient and accurate manner.
* To manage holidays, absence and ensure that shifts are suitable manned and providing the highest possible levels of service in the most cost-effective manner possible.
* Ensure all areas of the operation are legally compliant in-line with Health & Safety policy and regulations.
* Ensure that the operation is 100% compliant concerning all matters regarding EU Driver’s Regulations and UK Working Time Directive.
* Ensure the operation is 100% complaint regarding all matter concerning the holding and maintaining of our Operations Licence, liaising & working with fleet maintenance.
	+ Ensure that all required equipment is presented to the Vehicle Maintenance Unit in a timely manner
	+ That all Driver infringements are dealt with.
	+ That no defected (VOR) fleet leaves the site
	+ That all pre-& post trip checks and documents are completed.
	+ Ensure that vehicle defect procedure is followed correctly.
* Manage all Health & Safety related matters within the Operation:
	+ All investigations relating to personal injuries, Vehicle accidents, accidents and Near Misses must be fully completed within a 24-hour period immediately after the incident by the appropriate manager.

Accident form (SHE) to be completed in the presence of relevant employee (person involved).* + Completed summary and full investigation assigned to the SW Operations Manager.
* To manage by agreed KPI measures, review and influence positive changes/ improvements to KPI’s
* All returns must be managed inline with the process to effectively eliminate any potential claim against the company.
* To ensure that all financial performance of the operation is controlled whilst on shift:
	+ Agency usage controlled and recorded.
	+ Special deliveries; controlled recorded.
	+ Driver hours scrutinised:
		- At least 2 drivers per shift, must have runs interrogated by Supervisor.
		- Any driver exceeding expected return time by more than 60 mins must be interrogated
* To complete a thorough handover process at the start and end of each and every shift.
* Manage all Operations team absence including RTW interviews, investigations and disciplinary procedures. To include regular contact with short term sick.
* Ensure that all collections/deliveries are managed and carried out within the planned booking window (where possible) and ensure that DOT is managed and maintained at a level exceeding 95%.
* Have a flexible approach to work patterns and cover additional shifts as and when required.
* To work cooperatively with the central planning function
	+ Identify, communicate and implement any / all cost saving initiatives.
	+ To reduce to an absolute minimum, occasions of planning and execution errors so as to avoid any unnecessary cost expediter.
* Ensure appropriate training and development is identified and appropriate plans established, to minimise skill gaps
* Deliver clear communication at all times, through daily / weekly briefs, 121 meetings or performance reviews as required
* Ensure appropriate training and development is identified and suitable plans established, to minimise skill gaps
* Work with and manage the warehouse.

Working in conjunction with all necessary areas to achieve our Health & Safety, People, Cost & Service objectives. Maintain consistent standards across all areas of the Operation, to ensure that service levels are successfully achieved, and high standards maintained. Whilst delivering all shift activity, proactively identify areas for improvement or corrective action. Ensure effective resolution and clear communication; where necessary escalate as appropriate. |
| QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE |
| * Excellent interpersonal & communication skills (essential)
* Strong Team player / People Leader (essential)
* Excellent Man Management skills (essential)
* Strong analytical skills & attention to detail (essential)
* People, Cost, service & Continuous Improvement Focused (essential)
* Health & Safety and Legal Compliance Focus (essential)
* Proven experience of working in a 3rd Party supplier environment (desirable)
* Proven FMCG experience of multi temperature regimes (desirable)
* CPC National (desirable but not essential)
* Computer literate, WHM systems, TMS systems Word, Excel, PowerPoint, Outlook, with an ability to understand and interpret data. (essential)
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| CORE COMPETENCIES, ATTRIBUTES & BEHAVIOURS FOR SUCCESS |
| **Competency** | **Descriptors** |
| Values People | *Demonstrates the belief that people are our most important asset and central to the success of the organisation. Everybody should be treated with dignity and respect at all times.* |
| Customer Focus | *Demonstrates the understanding that the satisfaction of our internal and external customers is the foundation of our success* |
| Collaborative Team Working | *The willingness to act as part of a team and work towards achieving shared objectives through adopting best practice in line with PQP and Federalism.* |
| Flexibility & Adaptability | *The ability to change and adapt own behaviour or work procedures when there is a change in the work environment, for example as a result of changing customer needs.* |
| Initiative & taking ownership | *Steps up to take on personal responsibility and accountability for tasks and actions in line with PQP and Federalism.* |