

Operations Manager Reports to Director

Leads and manages the Distribution team across locations to maximise efficiency, ensuring that the needs of the client are met.

Relationships

- Promotes the Parcel Partner brand and delivers exceptional service with both the external and internal customers.
- Liaises with the client regarding additional resource requirements and costs, and confirms any agreements by email

Compliance

- Implements and enforce VOSA requirements
- Implements and enforces Driving time directive and Working time Regulations 2012
- Completion and cascade of daily report by 9am, including daily workload and previous days returns
- Handles all issues relating to the breakdown of a vehicle
- Completes the attendance sheet for all drivers
- Maintain health Rota

Leads, Manages & Develops Individuals

- Implements and conducts all aspects of driver training
- Manages resource to ensure correct levels of driver cover at all times
- Conducts quarterly performance reviews with supervisors and delivery drivers
- Actively involved in the recruitment and training of drivers

Financials

- Continually seeks opportunities to improve our processes and services.
- Looks for opportunities to increase the offer that we give to our clients
- Assists in business development as part of the senior team

Key Performance Indicators

- Achieve 96% delivery target
- VOSA compliant
- 100% WTD Complaint
- No RIDDOR accidents
- Zero target for accidents
- Licenses checked
- Completion of all driver inductions

- Management of team budget to maximise the performance of the business
- LTO/Absence
- Management of defects

VERIFICATION

I acknowledge receipt of this Role Profile and can confirm that all requirements are clearly understood. A copy of this role profile is to be retained on the employees file.

Signature	
Name (Printed)	
Date	