

**Reports to:**

Fulfilment Manager

**Purpose**

To provide effective leadership and direction to Fulfilment teams to achieve operational targets and objectives. Supports Fulfilment manager to deliver customer demand, meeting cost, quality, and productivity targets as a minimum and exceeding where possible. Drive continuous improvement in pursuit of world-class manufacturing performance, with a proactive focus on short to medium term solutions.

**Key Responsibilities**

1. Champion health & safety and environmental issues by actively promoting a safe environment to work in and ensuring audit schedules are adhered to. Ensure monthly H&S audits are completed and kept up to date. Review and create SSW, review COSHH and ensure kept up to date.
2. Provide day-to-day leadership, motivation, and direction to the Fulfilment teams, creating a positive, engaging environment. Work closely with HR in relation to time off, performance, appraisals, disciplinary, probation reviews, investigations.
3. Manage training by achieving required Skills Matrix of 90%+ by agreeing training plans while maintaining a healthy level of safety stock. Ensure utilisation of trainers is monitored and measured.
4. Ensure all shipments meet the required high standards of quality. Work closely with internal departments to ensure that any quality, safety, or reliability issues are detected and resolved quickly and efficiently.
5. Ensure daily targets are met, shipments meet the required high standards of quality and ensure the two-day OTIF window is clear for dispatch from the warehouse. Ensure safety stock % per area is maintained at the required level. Analyse where targets have not been met and develop action plans, creating and updating capacity documents in line with sales.
6. Measure planned and unplanned downtime data. Review and improve processes where possible to reduce reoccurring downtime. Use Confluence to capture improvements.
7. Manage KPI’s for area of responsibility OOB, 99%, OTIF 99.9% MRB
8. Collaborate with Internal departments to ensure that any issues affecting build schedules are quickly addressed with minimal interruption to supply.
9. Drive and cultivate a continuous improvement ‘mindset’ across all areas using PDCA, SIN’s, CI, creating and managing goal plans.
10. Support the Fulfilment Manager as and when required to achieve operational excellence. Support the Production manager by representing the departments in interdepartmental meetings.
11. Ensure system are managed accordingly Ofbiz, Jobtrain, Windchill
12. Manage some budget elements temporary labour, overtime, consumables.

*This list is not exhaustive, and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business*

**Skills and Experience**

* Worked in a modern manufacturing, distribution environment
* Experienced in leading a team
* Ability to plan, prioritise and organise workloads
* An understanding of the Continuous Improvement process
* High level of understanding for health and safety principles and procedures
* Capable of interpreting and reporting data
* Computer literate – Ofbiz, Excel, Word,

**Personal Attributes**

* Demonstrates honesty and integrity at all times
* Leads by example, communicate in a truthful, straightforward manner
* Superb people management skills – credibility as a leader
* Excellent communication skills with the ability to interact at all levels (and with different departments)
* Decisive and tenacious
* Calm and effective under pressure
* Good cultural awareness and understanding of diversity
* Acts with candour and courage
* Desirable behaviours as a minimum / working towards Aspirational
* Open minded to new ideas and demonstrate flexibility when faced with changes in work expectations and environment

**Managerial and Supervisory Responsibility**

* Day to day management of Cell coordinators and indirect management of Production Operatives.
* Reporting to Fulfilment Manager

**Relationships**

Internal

**The jobholder will be expected to maintain close and effective personal working relationships at all levels of the organisation. The communication skills required include the ability to communicate technical, complex and sensitive information**

External

External Recruitment Agencies.

**Education and Qualifications**

* CMI Level 3 desirable / NVQ L2 minimum