Job Description

Position OPERATIONS MANAGER

Reports to GENERAL MANAGER

Company Vision

"We will be the very best foodservice distributor by being innovative and responsive to the interest and continued success of our customers, which in turn will provide for the success of our co-workers, suppliers and community"

Overview

The primary responsibilities of this role are:

- Oversee the warehouse and dispatch operations 24/6
- Lead and develop the Distribution and Warehouse teams
- Developing and improving systems, processes and reporting to ensure efficient warehousing and distribution
- Implementing quality control procedures, balancing customer satisfaction and operational costs
- Food safety and Health & Safety
- Management and accountability for Operational KPIs

Functional Relationships

General Manager, Department Supervisors, Sales Team, Despatch staff and drivers, Credit Controller, Finance Manager, Assistant Manager, Purchasing Dept, Health & Safety Co-ordinators, Food Safety Co-ordinators, Payroll Dept, General Manager.

Key Responsibilities

- Overall responsibility for efficient management of the warehouse and distribution functions. Day to day matters will be dealt with by the Warehouse Staff and the Dispatch Coordinators, Leader and Nightshift Manager. The focus of the Operations Manager is to build a culture of continual improvement and customer focus, so that our systems and processes improve as our business evolves and grows.
- Ensure all shifts are appropriately manned with adequately experienced/trained staff
- Work with the HR team/GM to recruit and induct new employees where necessary and ensure relevant training is implemented
- Motivate and manage your staff through goal setting, listening, coaching, timely feedback and performance reviews
- Ensure the operations teams have necessary resources to complete tasks safely and efficiently
- Review all distribution runs periodically to ensure runs are efficient, balanced against customer service expectations
- Ensure all drivers maintain appropriate licences

- Ensure all plant, vehicle and equipment is kept compliant, maintained and in a safe and efficient condition.
- Develop a basic understanding of the refrigeration plant
- Conduct operations meetings with your key staff to identify, discuss and resolve issues
- Attend Branch Management meetings and contribute to the overall running of the branch
- Cooperate and work with other departments (Sales, Procurement etc) to ensure the overall objectives of the company are met
- Ensure all requirements of the company's Health & Safety and Food Safety programmes are met
- Prepare and implement specific development plans for all staff reporting directly to you, so that each of them learn the skills necessary to become more effective leaders

Supervisory

- Be responsible for the image of the Warehouse and Distribution staff.
- Manage the day to day operations through mentoring department heads and empowering them to achieve the highest standard of professionalism and customer service.

Picking and Loading

- Ensure that the day's orders are picked, checked and ready for delivery or collection on a timely basis.
- Ensure stock substitutions and/or random weights are noted on pick sheets and the amendment completed.
- Follow any instructions on invoices or pick sheets
- Pack, load and check stock off invoice for delivery runs. This applies to Drivers, Account Managers and staff
- Ensure that no stock leaves the Warehouse without an invoice, hand docket or credit request.

Efficient stock management

- Ensure stock is rotated on a first in first out basis.
- Liaise with Purchasing when stock needs reordering
- Complete stock requests for credit for stock being returned to Suppliers.
- Sign and if necessary, investigate credit request forms issued by Drivers
- Ensure that the stock locations are maintained
- Advise Stock Controller of any discrepancies

Inward Goods

- Ensure that all inwards goods descriptions are clear so that there is no room for confusion in the receipting process.
- Monitor that all inwards goods are checked off for accurate description, quantity, temperature (where appropriate) and dates.
- Monitor that all inward goods are recorded on to the Daily Inwards Goods Receipt form (DIGR)
- Ensure that the Returned Stock policy is followed without exception.

Stocktake

- Assist with the management of Company stocktakes when required.
- When required, assist with investigations to locate missing stock.

Food Safety

- As per your Employment Agreement, ensure that you maintain the highest levels of food safety. All stock must be stored up off the floor.
- Ensure that temperature sensitive goods are placed in storage as a priority
- Ensure that damaged stock and Supplier claim stock are kept in separate, clearly labelled areas of the Freezer and Chiller.
- Observe Company policies on personal hygiene, wounds and infectious illnesses
- Monitor that cooked (ready to eat) and uncooked foods are stored in separate areas of the Chiller
- Ensure cleaning duties are performed and recorded on FSP sheets. The Freezer, Chiller and Anteroom must be kept tidy and free from rubbish.
- Monitor and verify that freezer, chiller and anteroom temperatures are being recorded twice during the dayshift.

Health and Safety

Under the Health and Safety at Work Act 2015 you are obliged to:

- Take reasonable care of your own health and safety, including reasonable care that others are not harmed by something you do or don't do.
- Follow reasonable health and safety instructions given by anyone at Bidfood, as far as you are reasonably able to.
- Cooperate with any reasonable Bidfood business policy or procedure relating to the workplace's health and safety.
- Ensure that all accidents, injuries near misses or hazards that occur at work or that affect your work are reported as soon as possible to your Supervisor/Manager or branch Health and Safety Coordinator.

In addition to this you will be required to:

- On a daily basis, monitor that Personal Protective Equipment (PPE) is being used
- Monitor that daily equipment and machinery safety checks are performed before use. Instruct all warehouse team members to advise Operations Manager of any damaged or faulty equipment immediately.
- Perform On the Job Health and Safety training for new employees in addition to refresher training for existing employees you supervise and maintain a record of the same.
- Periodically test and record the level of understanding of health and safety procedures
- Ensure that the Safety Officer is advised of any new accidents, incidents or hazards identified immediately. Report any employee health and safety concerns to the Health & Safety Officer.

Key Performance Indicators

- Accuracy of picking according to customer request for credits, theoretical v/s physical stock on hand, Despatch Manager or Stock Controller observations
- Accuracy of goods received i.e. quantities, descriptions, dates, temperatures
- Product knowledge of the warehouse & despatch team
- Attention to product handling i.e. damages during picking and loading
- Freezer, Chiller and Anteroom organisation and tidiness at the end of each dayshift
- Compliance with food safety requirements

- Continuity of Health and Safety checks and training
- Perceptions of teamwork by other staff with functional relationships
- Contribution to achievement of goals within overall operations group and Company
- Attitude and achievements of department heads