Date	November 2026
Position	Distribution Manager
Reports to	Operations Manager

Company Vision
"Partner of choice for Auckland's foodservice"

Mission
Delivering Inspiration, innovation, creating culinary magic

Company Values

- Ownership –responsibility and accountability, we own it.
- Quality – in everything we do, be the best.
- Care – about our people and customers
- People - people and team work drive our success
- Passionate – in all we do

Role Purpose

Lead the transport and logistics function to ensure efficient, safe, and cost-effective distribution operations. Drive continuous improvement, maintain strong customer service standards, and support operational growth through effective people leadership, fleet oversight, and process optimisation.

Key Relationships

Dispatch Coordinators, Delivery Drivers, Runners, Sales, Warehouse, Accounts Receivable, Customer Services, and the General Manager.

Key Responsibilities

1. Distribution & Inventory Management

- Ensure efficient daily dispatch operations, supported by the Dispatch Coordinators.
- Review returns, credits, and stock discrepancies; ensure corrective actions are implemented.
- Collaborate with the Warehouse Manager to identify and eliminate picking/loading errors.
- Utilise the WMS where relevant to support traceability, accuracy, and operational visibility (working knowledge expected).

2. Strategic & Operational Leadership

- Optimise delivery routes and improve service levels while reducing transportation cost and delivery lead times.

- Maintain compliance with HACCP, Food Safety standards, and Health & Safety obligations.
- Monitor KPIs including on-time delivery, fuel efficiency, and cost-to-serve.
- Promote sustainable transport practices using systems such as ERoad.

3. People Leadership

- Ensure appropriate shift coverage and effective communication through structured daily briefings.
- Recruit, onboard, train, and develop Drivers and Dispatch team members.
- Conduct regular performance reviews and address training needs.
- Manage poor performance and disciplinary matters in line with HR policy.
- Maintain and enforce professional presentation, PPE compliance, and workplace standards.

4. Fleet Management

- Oversee fleet maintenance, safety, compliance, and reliability.
- Maintain preventive maintenance schedules; ensure COF, RUC, and servicing are up to date.
- Complete regular fleet inspections with drivers.
- Coordinate repairs, insurance claims, and incident reporting.
- Monitor GPS data and ensure usage aligns with company policy.

5. Financial & Asset Management

- Monitor transport-related expenditure and maintain operations within budget.
- Prepare capex proposals for expenditure above $500.
- Identify cost-reduction opportunities across the transport function.

6. Compliance & Safety

- Ensure team compliance with Food Safety, H&S legislation, and internal policies.
- Monitor daily truck checks and PPE usage.
- Report and investigate incidents, accidents, or hazards promptly.
- Support H&S inductions, refresher training, and continuous safety engagement.

7. General Responsibilities

- Assist with stocktakes and contribute to wider branch activities.
- Maintain a professional standard of dress and behaviour.
- Support a collaborative team culture and contribute to shared goals.

Key Performance Indicators

- Transport cost as % of sales – Target 3.8%
- Labour cost as % of sales – Target 2.5%
- Short-delivery or damaged stock credits – Target ≤ 0.2% of invoice lines
- Compliance with Food Safety – Internal Audit Grade A

- Staff turnover ≤ 20% per year
- LWOP ≤ 2 days per FTE annually
- All vacancies filled promptly with suitable candidates
- Full completion of induction and training for new staff
- Annual performance reviews completed for all team members
- Zero injury accidents or near misses; all events reported and investigated
- Truck inspections completed (weekly by Dispatch, monthly by Manager)
- Trucks maintained with current COF and RUC
- 100% required driver checks completed
- PODs completed and returned
- Accurate and complete deliveries
- Cleanliness and compliance of fleet maintained
- H&S checks, training, and cleaning records completed

I accept this position and its accountabilities and I agree to use the systems, to meet the standards and to produce the position objectives.

Signature: _____

Date signed: _____