

Job Description – Transport Manager

Job Title: Transport Manager

Reporting to: Supply Chain & Operations Director

Responsible For: Transport Planning and Fleet Operators, Administrator, Drivers

Hours of Work: Core hours are between 08:30 am –17:00 pm, with a high degree of flexibility required to meet the demands of the business.

Main Purpose of Job: Leads, empowers and develops the Transport team.

Safely and effectively manages its people, fleet, 3PL providers, budget, IT and other resources in a customer focused and cost efficient manner to meet business requirements and support profitable growth.

Identifies risks, issues and opportunities and deploys innovative solutions and techniques in response to them to improve Logistics delivery.

Main Duties and Responsibilities:

- Ensures Health and Safety, Environmental and Operator's Licence compliance, whilst delivering best in class customer service, measured against business KPIs for Safety, Service and Profitability.
- Provides creative, flexible, tenacious, diplomatic and consistent leadership to develop the Transport team.
- Understands and leverages the company's operating systems and communication devices, ensuring that all reporting staff are using the systems and devices correctly and in full, to the benefit of the operation.

Main Duties and Responsibilities (continued):

- Focuses delivery on 'balanced scorecard' results and sustainable improvement through People and Financial resources, Customer Service and Business Processes.
- Oversees cost control and KPI performance, actively seeking to improve efficiency, reduce operating costs, increasing margin whilst meeting budget as a minimum.
- Efficiently manages 3PL providers including, but not limited to, cost effectiveness, control of expenditure, service excellence and purchase order management.
- Ensures appropriate MI is in place for optimal management of the driver fleet, consistently meeting customer and reporting requirements.
- Deploys appropriate controls and procedures to effectively and efficiently manage all aspects of customer service and communication.
- Champions a 'customer first' approach. Understands and appreciates customer requirements and quality standards. Engages with internal and external customers to meet and exceed customer expectations.
- Is the escalation point and authority for commercial vehicle and other vehicle maintenance and transport compliance.
- Maintains an excellent working knowledge of, and works proactively and in accordance with, all current and anticipated legislative requirements and best practice relevant to the transport industry.
- Ensures that all aspects of Health & Safety are adhered to, including H&S induction and training, operating procedures, near miss reporting and emergency procedures.
- Understands and meets the company's Operating Licence obligations ensuring that appropriate controls and procedures are rigorously enforced.

Main Duties and Responsibilities (continued):

- Oversees vehicle management, including liaison with fleet, safe vehicle operations, wheel security, monitors vehicle gross weights.
- Plans driver resource strategically, tactically and operationally to utilise fleet to its maximum capacity, fully utilising software and hardware platforms.
- Ensures timely completion of all administrative processes.
- Works closely with the warehouse team and other key stakeholders to ensure that all logistics solutions are fully integrated and designed to improve customer service.
- Consistently promotes and adheres to Company policy, procedure and legislation, including but not limited to, that relating to health and safety.
- From time to time, work on ad-hoc projects and undertake other reasonable duties as required by senior management.

Key Skills / Attributes:

- Certificate of Professional Competence in Road Haulage;
- Minimum of five years' experience in a similar environment;
- Customer, people and results centric;
- Works logically and systematically to solve problems, make decisions and think laterally and flexibly with the ability to manage sustainable change;
- Commercially astute, analytical with a high degree of numeracy;
- IT literate and able to leverage software and hardware platforms to advantage;
- Strong interpersonal skills and the ability to work well as part of a team, as well as manage people; excellent communication skills, both verbal and written.
- Maintains a positive attitude to continued learning and growth.