

## Transport Team Leader

<b>Brand:</b>	Matthew Clark	<b>Job Family:</b>	Logistics
<b>Report To:</b>	Transport Shift Manager	<b>Sub Family:</b>	Logistics

### Purpose

The job holder will ensure the smooth management of the transport operation, with responsibility for the delivery of cost, service, compliance, people KPIs – in line with company and legal standards and requirements.

Responsibility for the leading the transport team with a support and deputy role for Transport Shift Manager as required.

### Core Accountabilities

#### Cost

- Effectively plan the depot fleet through the company planning tools, specifically looking to maximise efficiency with the minimum cost
- Assist the department and depot in achieving the company quality targets whilst operating within cost targets

#### Service

- Proactive communication with drivers, mates, internal and external customers regarding operational issues
- Responsibility for the review of historical route plans to maximise efficiencies of future routing
- De-brief crews and create a supportive feedback mechanism to help eliminate any operational issues

#### Compliance

- Ensure compliance with all quality and legal documentation and standards
- Accurately complete relevant audits set out by the management team and company compliance departments
- Support the management team in ensuring the department and depot are compliant in all areas
- Monitor and maintain housekeeping standards in the department. Identify, eliminate, isolate, or minimise workplace hazards

#### People

- Ensure investigations into accidents and incidents are completed effectively and there is a follow up on corrective action with communication to the wider team
- Proactively ensure people management issues are identified, reported and actioned
- Carry out the people management processes
- Ensure consistent communications across the team and develop and maintain relationships with other departments

#### Leadership

- Act following the company's values and management principles within the department

- Provide the team with expert knowledge, advice, leadership, motivation and addressing areas for improvement
- Provide practical solutions to operational challenges and take ownership of problems and deal with them effectively
- Create and maintain a positive, safe, and productive working environment
- Continually review ways of improving the operations in all areas, generating new ideas and actively implementing and promoting change

## Key Relationships

### Internal

- Transport
- Warehouse
- Stock
- Admin
- Customer Care
- Sales
- HR

### External

- 3rd party logistics
- External contractors

## Experience, Skills and Knowledge

### Experience

- Experience within a fast moving and changing work environment such as FMCG or logistics
- Experienced in leading and inspiring teams

### Skills/Behaviours

- Passionate, hands-on approach to providing a premium service to internal and external customers
- Team player role model who leads by example and can motivate, coach, and develop team members
- Proven experience with investigations in areas including, but not limited to, accidents and disciplinarys
- Able to manage targets and KPI's
- Able to solve problems, generate innovative solutions
- Able to multi-task in a pressured environment and work to tight deadlines
- Able to plan, organise with attention to detail – methodical and logical in work style
- Highly motivated and driven in maintaining the highest standards in quality and Health & Safety
- Effective communication skills – able to communicate effectively at all levels with good verbal and written English
- Must be flexible with work patterns as the role may require management at different times of the working day
- Positive approach and completion of any reasonable task requested by the management team

### Knowledge

- Transport systems
- Cost control

- Health and Safety

## **Qualifications & Education**

- Distribution planning system experience - desirable
- Proficient in MS Office Suite – essential