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| ROLE PROFILE |
| Job title | Operations Manager - Southwest | Date | April 2025 |
| Business | Samworth Brothers |
| Department | Southwest – Transport and Warehouse |
| Location | SBSC Bristol and SBSC Callington |
| ROLE SUMMARY  |
| As the Southwest Operations Manager, you are accountable for the Transport and Warehouse operations in both Callington and Bristol, and will ensure they are safe, legally compliant and efficient. Through strong and engaging leadership, you will make sure the Management team plan resource, achieve their KPIs and adhere to our policies. You will grow our culture through your commitment to Health and Safety, Colleague Engagement, high standards and continuous improvement whilst making sure we are compliant with our O’licence in both Callington and Bristol. |
| REPORTING STRUCTURE |
| Reports to | Regional Operations Manager - Southwest |
| Direct & indirect reports | **Direct**: Shift Managers. **Indirect**: Supervisors, Administrators, Drivers and Warehouse Operatives. |
| Key internal stakeholders | Leicester transport and transport planning team. Health and safety team. Vehicle maintenance units in Callington and Leicester. People team. The Cornwall Bakery. Driver trainers. Learning and Development team. |
| Key external stakeholders | Asda Bristol, 3rd party customers. |
| KEY ACCOUNTBAILITIES AND RESPONSIBILITIES  |
| * **Health & Safety:** Promote a strong health and safety culture by enforcing compliance with regulations, conducting risk assessments and audits, investigating incidents, leading safety initiatives and growing a mature safety culture.
* **Driver & Vehicle Compliance:** Ensure all drivers and vehicles comply with relevant legislation, including tachograph regulations, working time directives, and vehicle maintenance requirements.
* **Regulatory & Quality Compliance:** Ensure adherence to BRC (British Retail Consortium) standards, food safety requirements, and all company policies.
* **Operational Oversight:** Manage day-to-day transport and warehouse operations, ensuring the timely, efficient, and cost-effective delivery of chilled and ambient food products.
* **Acting as Regional Manager:** Step in for the Regional Manager when required, ensuring seamless operations and effective decision-making in their absence.
* **Team Leadership & Development:** Lead and support a team of Shift Managers, fostering a high-performance culture through effective coaching, development, and performance management.
* **Collaboration & Efficiency:** Work closely with the operations teams in Leicester to optimise efficiencies, streamline workflows, and reduce costs while maintaining high service levels.
* **Third-Party & Stakeholder Management:** Liaise with our Landlords, suppliers, and customers to ensure smooth and effective operations.
* **Performance Monitoring & Improvement:** Track and report on key KPIs, identifying trends and implementing continuous improvement strategies.
* **Financial Accountability:** Support budget control and cost management within the Southwest department, identifying opportunities for operational savings.
* **Problem-Solving & Decision-Making:** Act as a key point of contact for operational challenges, providing real-time solutions to minimise disruption.
* **Strategic Development:** Assist in implementing initiatives that enhance efficiency, sustainability, and compliance within the operation.
* **Operator License Responsibility:** Be a named holder on the company’s operator license for Callington and Bristol, ensuring all legal and regulatory obligations are met.
* **Continuous Learning & Compliance Updates:** Stay informed on industry developments, legislative changes, and best practices in warehouse and transport management, ensuring compliance with evolving standards.
* **Flexibility & Adaptability:** Carry out additional duties as required, acknowledging that responsibilities may evolve with business needs.
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| KNOWLEDGE & UNDERSTANDING |
| * **Transport Operations & Logistics:** Strong understanding fleet management, routing, scheduling, and logistics optimisation.
* **Warehouse operations:** Basic understanding of cross-dock operations, Warehouse Management systems and HACCP.
* **Regulatory Compliance:** Knowledge of transport laws, health and safety regulations, and driver hours (e.g., tachograph rules).
* **Fleet Maintenance:** Basic understanding of vehicle maintenance schedules, inspections, and roadworthiness standards.
* **Health, Safety & Environmental (HSE) Standards:** Knowledge of risk assessments, accident reporting, and environmental policies.
* **Financial Management:** Budgeting, cost control, and fuel management.
* **IT Systems:** Familiarity with transport and warehouse management systems.
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| QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE |
| * IOSH Managing safety.
* HACCP Level 3
* Lean Six Sigma Green Belt.
* Capable with Microsoft applications.

**Essential:** * Transport management experience in a fast-paced environment
* Takes ownership of their own and their team’s performance
* Excellent communication skills
* Able to work to time sensitive deadlines and prioritise work
* An understanding of a target driven environment
* Able to understand and manage costs, revenues and profit and how each element of the transport environment drives these
* Comprehensive understanding of Warehouse and Transport Management Systems
* Holds a national an international CPC
* Has a proven background running a ‘fully compliant’ transport operation
* Experience of working with KPIs to drive process improvements
* Strong IT skills (Word, Excel, Outlook, Transport Management Systems)
* Willing to challenge established practices
* A strong commitment to health and safety
* HACCP Level 3

**Desirable:** A degree-level qualification in Transport, Logistics, Business Management, or a related field. Experience in project management.Lean Six Sigma green belt |
| CORE COMPETENCIES, ATTRIBUTES & BEHAVIOURS FOR SUCCESS |
| **Competency** | **Descriptors** |
| Values People | *Demonstrates the belief that people are our most important asset and central to the success of the organisation. Everybody should be treated with dignity and respect at all times.* |
| Customer Focus | *Is passionate about quality, striving to continuously make a positive difference for our customers and our consumers.* |
| Collaborative Team Working | *The willingness to act as part of a team and work towards achieving shared objectives through adopting best practice in line with our Purpose Statement and Company Values.* |
| Flexibility & Adaptability | *The ability to change and adapt own behaviour or work procedures when there is a change in the work environment, for example as a result of changing customer needs.* |
| Initiative & taking ownership | *Steps up to take on personal responsibility and accountability for tasks and actions in line with our Purpose Statement and Company Values.* |
| People Management | *The ability to understand people and their motivations, build good relationships with them and help them unlock their full potential.* |
| Drive for Excellence | *Knows the most effective and efficient processes for getting things done, with a focus on continuous improvement.* |
| Resource Management | *Effectively manages resources and cost drivers to achieve sustainable productivity and profitability.* |
| Technical Expertise | *Has the skills, knowledge and experience required to excel in own area of specialism and the willingness to further grow and develop.* |
| Self-Management | *Uses a combination of feedback and reflection to gain insight into personal strengths and weaknesses, so that own time, priorities, and resources can be managed to achieve goals.* |