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| ROLE PROFILE |

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| Job title | Operations Supervisor | Date | May 2025 |

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| Business | Samworth Brothers Supply Chain |
| Department | Southwest Operations |
| Location | Callington |

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| ROLE SUMMARY |
| ***As the Operations Supervisor will play a pivotal role in overseeing daily operational activities, ensuring that all processes are conducted efficiently and in alignment with organizational objectives. This position demands a detail-oriented professional who possesses strong leadership skills and is capable of managing a diverse team. Operations Supervisor will be responsible for analyzing operational procedures, implementing best practices, and ensuring compliance with industry regulations. Additionally, the Operations Supervisor will work closely with other departments to streamline processes and improve overall performance. Additionally, Operations Supervisor will be fostering a culture of safety, driving productivity enhancements and make sure all Company Policies and Procedures are executed. The Operations Supervisor will help to optimize resources, enhance service delivery, and meet customer expectations consistently.*** |
| REPORTING STRUCTURE |

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| Reports to | Operations Shift Manager |
| Direct & indirect reports | Drivers |
| Key internal stakeholders | Drivers |
| Key external stakeholders | Oak Meadow |

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| **Key Accountabilities and Responsibilities** |
| * **Operational Oversight:** Support the Operations Shift Manager in managing day-to-day transport operations, ensuring the timely, efficient, and cost-effective delivery of chilled and ambient food products. * **Acting as Operations Shift Manager:** Step in for the Operations Shift Manager when required, ensuring seamless operations and effective decision-making in their absence. * **Team Leadership & Development:** Lead and support a team of Drivers fostering a high-performance culture through effective coaching, development, and performance management. * **Driver & Vehicle Compliance:** Ensure all drivers and vehicles comply with relevant legislation, including tachograph regulations, working time directives, and vehicle maintenance requirements. * **Collaboration & Efficiency:** Work closely with Oak Meadow Transport and Callington VMU teams to optimise efficiencies, streamline workflows, and reduce costs while maintaining high service levels. * **Health & Safety Champion:** Promote a strong health and safety culture by enforcing compliance with regulations, conducting risk assessments, investigating incidents, and leading safety initiatives. * **Regulatory & Quality Compliance:** Ensure adherence to BRC (British Retail Consortium) standards, food safety requirements, and all company policies. * **Problem-Solving & Decision-Making:** Act as a key point of contact for operational challenges, providing real-time solutions to minimise disruptions. * **Strategic Development:** Assist in implementing initiatives that enhance efficiency, sustainability, and compliance within Southwest operations. * **Continuous Learning & Compliance Updates:** Stay informed on industry developments, legislative changes, and best practices in driver training and transport management, ensuring compliance with evolving standards. * **Flexibility & Adaptability:** Carry out additional duties as required, acknowledging that responsibilities may evolve with business needs. |
| **KNOWLEDGE & UNDERSTANDING** |
| * **Operations & Logistics**: Understanding fleet management, routing, scheduling, and logistics optimisation. * **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. * **BRC (British Retail Consortium)**: Good understanding to BRC standards and ability to driver BRC requirements within operation * **IT Systems**: Familiarity with transport management systems (TMS), GPS tracking, and route optimisation software. |
| **QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE** |
| **Essential:**   * Strong understanding of, logistics management, and supply chain processes. * Excellent leadership and team management skills with the ability to motivate and develop staff. * Exceptional problem-solving abilities and a proactive approach to operational challenges. * Familiarity with safety regulations and best practices in a logistics environment. * Strong communication skills, both verbal and written, to effectively convey information and facilitate teamwork. * Ability to work flexible hours, including nights, weekends, and holidays as required. * Takes ownership of their own and their team’s performance * Able to work to time sensitive deadlines and prioritise work * Strong IT skills (Word, Excel, Outlook, Transport Management Systems) * Willing to challenge established practices * A strong commitment to health and safety and BRC compliance and regulation within Operations |
| CORE COMPETENCIES, ATTRIBUTES & BEHAVIOURS FOR SUCCESS |

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| 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. |
| 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. |