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| ROLE PROFILE | | | |
| Job title | Operations Support Manager | Date | July 2025 |
| Business | Samworth Brothers Supply Chain | | |
| Department | Warehouse Operations | | |
| Location | Leicester | | |
| ROLE SUMMARY | | | |
| To support the efficient and safe operation of the warehouse within a food distribution environment. This role ensures that all warehouse activities from goods in to dispatch are executed to the highest standards of food safety, quality, and operational efficiency. | | | |
| REPORTING STRUCTURE | | | |
| Reports to | Operations Manager | | |
| Direct reports | None | | |
| Indirect report | Supervisors, Team Leaders, Warehouse Operatives. | | |
| Key Accountabilities and Responsibilities | | | |
| **Health and Safety Support**   * **Promote a Safety-First Culture:**Support the operational team in reinforcing a positive health and safety culture by encouraging safe behaviours, addressing concerns, and providing timely feedback. * **Compliance Assistance:**Assist with workplace inspections, incident investigations, and the implementation of corrective actions. Support the review and maintenance of Risk Assessments and Safe Systems of Work and manage the close out of actions raised through external audits. * **Training Coordination:**Help track and maintain training compliance records. Support audits to confirm colleague competency and adherence to safety procedures. Deliver improvements to our training programmes to reduce incidents. * **Food Safety Support:**Assist in maintaining the HACCP plan and conducting food safety audits to ensure ongoing compliance and quality standards.   **Operational Support**   * **Daily Operations:**Provide hands-on support to the operational team as required to ensure continuity of service, particularly during peak periods or staff shortages. * **Problem Solving:**Act as a point of escalation for operational issues, helping to resolve challenges quickly and effectively. * **Project Support:**Take the lead with operational improvement projects, ensuring timelines, documentation, and stakeholder engagement are maintained. * **Process Improvement:**Identify and recommend opportunities for efficiency, safety, and compliance improvements across the warehouse operation.   **People and Communication**   * **Team Support:**Provide coaching and guidance to Shift Managers and team leaders, helping to maintain morale and performance during a high-pressure period. * **Policy Adherence:**Support the consistent application of people policies, including conduct, performance, and attendance. * **Cross-Functional Collaboration:**Work closely with other departments to ensure alignment on priorities, changes, and shared goals.   **Financial and Resource Support**   * **KPI Monitoring:**Assist in tracking and analysing key performance indicators to ensure operational targets are met. * **Cost Awareness:**Support cost control initiatives and resource planning to help maintain budgetary discipline. * **Contractor Liaison:**Assist with service provider reviews and ensure external partners are delivering value and meeting expectations. * **Energy:** Take the lead on monitoring our energy and driving down consumption in line with business goals.   **Flexibility and Adaptability**   * **Acting as Shift Manager:** Step in for the Shift Managers (Days and Nights) when required, ensuring seamless operations and effective decision-making in their absence. * **Responsive Support:**Adapt to changing business needs, stepping into different areas of the operation as required to provide cover or drive progress. * **Temporary Leadership:**Provide interim leadership cover where needed, ensuring continuity of decision-making and operational stability. | | | |
| KNOWLEDGE & UNDERSTANDING | | | |
| * **Health, Safety & Environmental (HSE) Standards**: Strong knowledge of Risk Assessments, Safe Systems of Work, incident reporting and the Health and Safety at work act 1974. * **Food Safety standards:** Strong understanding of Hazard and Critical Control Points (HACCP) and the British Retail Consortium Global Standard (BRCGS). * **Operations**: Strong understanding of Chilled Warehouse Operations including Warehouse Management Systems, Materials Handling Equipment and resource planning. * **People Management**: Basic understanding of employment law, recruitment and on-boarding and eligibility to work. * **Performance Management**: Strong understanding of effective management and development of Colleagues to achieve operational KPIs. * **Data analysis**: Basic understanding of how management information and reporting can be used to inform tactical decision making and problem solving. * **Communication**: Skilled in active listening, understanding, resolving issues and feeding back to colleagues. | | | |
| QUALIFICATIONS & EXPERIENCE | | | |

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| **Essential:**   * Experience in a fast-moving chilled or frozen food warehouse operation. * Experience in Managing people. * Experience with Managing tactical change projects. * Experience with implementing change. * Capable with Microsoft office applications.   **Desirable:**   * Experience in Managing Health and Safety in Warehouse Operations. * IOSH Managing Safely or higher. * HACCP Level 2 * Qualification in People Management and Leadership. * Lean Six Sigma Green belt or similar * 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. * Strong communication skills, both verbal and written, to effectively convey information and facilitate teamwork. * Able to work to time sensitive deadlines and prioritise work | |
| 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. |
| 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. |