



ROLE PROFILE

Job Title	Site Manager	Reports To	Director of Warehouse & Logistics	Location	Listerhills
Date Created:	March 2021	Department	Warehouse	Grade/Band	M3

Purpose: To formulate and deliver the operational strategic direction and annual business plans. To lead all operational colleagues, focusing on continuously improving safety management, operational processes, people management and development and resources within the Listerhills site ensuring we provide a fantastic customer experience for all internal and external customers.

Main Accountabilities	Key Performance Indicators	Skills & Experience	Competencies
<ul style="list-style-type: none"> To implement & drive the operational strategy, supporting the overall company strategy. Accountable for continuously improving and delivering operational activities for the business. Lead the Listerhills Management team to improve safety, reduce costs, increase customer satisfaction and increase company profitability. To work at pace, encouraging colleagues to respect each other whilst striving to deliver improvements in performance and development opportunities for future talent. Accountable for meeting financial and business targets for delivering and receiving supplies and products. Be operationally aware across all end to end aspects of the supply chain and be able to identify inconsistencies and act quickly to exploit opportunities that increase supply chain efficiency. Accountable for all aspects of operational costs and focus on overall cost to serve (CTS). Through the OTIF measure be aware of the impact of servicing our customers and investigate reasons for over or under performance. Understands the customers' needs and works with Merchandising, Product, Finance and Digital teams to ensure the timely arrival and delivery to all customers. 	<ul style="list-style-type: none"> Concerned for the bottom line and is focused on delivering results which will enhance the overall profitability and performance of the business. Needs to anticipate and understand the customer needs, both internally and externally. Must understand who the Customer is to enable them to fully align their requirements. The smooth flow of goods into and through all distribution centres on a timely basis whilst achieving operational cost excellence. Providing the most efficient and cost effective storage for all products ensuring capacity is not exceeded. Delivering excellent customer service metrics, demonstrated by OTIF and speed of service management 	<ul style="list-style-type: none"> Already operating at Operational/Site level and ready to take full site operational responsibility Experience of successfully implementing a new Warehouse Management System is desirable. Experience of moving from manual processing to automation processes and systems is also desirable. Understanding of full supply chain required. A high level of PC competency; especially with Excel and Word. Strong Project management processes and principles. Driven to excel in Continuous Improvement initiatives. Communication and relationship building skills at all levels of business both internally and with Customers Conflict resolution, critical problem solving, decision making, influencing, and meeting deadlines required. Exceptional leadership skills, with a real desire to make things happen. 	<ul style="list-style-type: none"> Results Focus Customer Focus Communication Managing self and others Negotiate and Influence Team Work Technical Skill Planning and Prioritisation Business Improvements Judgement and Decision Making

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<ul style="list-style-type: none"> Continually improve relationships with all Warehouse & Logistics colleagues, heads of departments, suppliers and Unions. Lead and support the develop of the Operations Teams via ongoing coaching and mentoring to add value to the business by fostering an environment whereby individuals want to bring their best self to work every day. Maintaining a strong customer centric approach to all operational activities Setting and delivering operational budgets and manpower planning ensuring the most cost-effective performance and resource is being used across all operational sites and all shifts Identify areas for infrastructure investment and automation to unlock efficiency and benefits. Setting the capacity levels for the site and product types, and working cross functionally with Merchandising, Imports and Finance to achieve optimum efficiency for the site. Planning and achieving the necessary cost and efficiency metrics for the site across the business year (12 months). Identify the most effective and efficient end to end network strategy via Continuous improvement (Focus groups, suggestions) to achieve our customers' delivery expectations. Maintain a safe environment and working with colleagues to ensure all areas are maintained to a high standard. Ensure that the teams consistently deliver exceptional health and safety audit scores across all sites Lead and facilitate key meetings to deliver strategic and Operational Objectives Deliver a weekly Leadership Huddle to share business progress and strategic plans Maintain a safe environment and working with colleagues to ensure all areas are maintained to a high standard. Ensure that the teams consistently deliver exceptional health and safety audit scores across the site Any other duties required by the Director of Warehouse & Logistics that are appropriate with the post, grade and 	<ul style="list-style-type: none"> Ensures everyone is aware of what is needed to make the business a success. To ensure information is communicated in a clear, concise and timely manner and to have clear lines of communication with both internal and external customers. To show strong leadership, being able to balance the team. Individuals and task. Have the ability to manage the skills and behaviours of self and others. Is able to sell their ideas to other Managers, peers and team. To have the ability and desire to communicate with others in order to gain their agreement and acceptance, therefore showing an intention to convince, persuade and influence others. Has the ability to work collaboratively with others at all levels and to be part of a team. To demonstrate mutual respect and support for others within the team, therefore having the ability to achieve more than could be achieved individually. The ability to establish a course of action for self and others in order to achieve specific goals, to also set priorities which take account of the short and long term business needs. To plan and organise in 	<ul style="list-style-type: none"> Ability to act independently to make decisions that impact the business, results and customer satisfaction. 	
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<p>level of responsibility of this role, for which the role holder has the necessary experience and/or training</p> <ul style="list-style-type: none"> • To be committed to the fair treatment of customers at all times • To comply with FCA regulations, where applicable • Demonstrate behaviours in line with our Company values • To take reasonable care for the health and safety of yourself and other persons who may be affected by acts and omissions at 	<p>order to maximise the use of their time</p> <ul style="list-style-type: none"> • The ability to challenge mindsets, to think outside the box and to improvise whatever the situation. To seek out opportunities to improve own team or business area. To respond positively to change and to drive through these changes. • The ability to make timely and informed decisions. To be accountable for the decisions they make and the decisions made within their areas of responsibility. Have the ability to ensure the impact of the decision made have been weighed up in a rational and objective way taking in to consideration the impact on other areas of the business and all efforts have been made to mitigate any risk associated with the decision making. 		
<p>Dimensions: Reports to Director of Warehouse & Logistics. Working closely with other senior and line management responsibility for 3 to 6 operational managers.</p>			

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