

**JOB DESCRIPTION**

**ROLE:** Operations Manager

**REPORTS TO**: Head of Operations

**WORKING HOURS**: Monday to Friday 40 hours a week 9 – 6pm

You will ensure a smooth and efficient DC Operation whilst achieving agreed objectives and service levels. Ensuring the provision of efficient and reliable services to customers whilst meeting all legal requirements. Responsible for achievement of contractual and internal KPIs. Reporting to the Head of Operations.

**RESPONSIBILITIES**

* Line management of the warehouse operation and warehouse disciplines including the management of the warehousing staff and team leaders
* Responsible for the inbound, picking, replenishment and packing operations within the Warehouse
* Assist in all other areas of warehousing as operational requirements demand
* To train, retain and motivate staff within a team based management culture
* Maintain a culture that develop a two way feedback and ensure communication takes place on a regular basis and all times
* To contribute towards the continuous improvement of processes methods of operating and practices within the department by a process of accountability, leadership and training
* Proactively motivate your team to ensure targets and deadlines are clearly understood and are achieved
* Act as immediate point of reference for process issues and commercial decisions
* Monitor departmental performance, performing investigations and taking disciplinary action where required
* Monitor timekeeping, holidays, absentees and carry out return to work interviews
* Staff recruitment/retention - recruit, train and develop direct reports
* Staff training & development plans – implement succession plan and manpower planning plans
* Responsible for the health & safety issues within the facility
* Understand any other duties which can be reasonably asked of the Operations Manager as required by the business
* Undertake and delegate project work as dictated from time to time
* Responsible for the house keeping within the W/H
* Ad hoc duties
* Flexible to cover leaves

**ESSENTIAL**

·Experienced Warehouse / Operations Manager with excellent communication skills

·Good Distribution Practice within Pharma would be preferable

·Influencing and decision making ability

·Leadership and motivational skills, coupled with effective delegation skills

·Manage customer queries and workload with department

·Commercially aware with the ability to influence the customers decision making process

·Sound knowledge of Warehouse Management Systems or equivalent

·Microsoft packages at intermediate level, Excel skills is essential

·High attention to detail and accuracy