

JOB TITLE: Despatch Supervisor	REPORTING TO: Hub Manager
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JOB PURPOSE AND KEY RESULTS

The purpose of this role is to provide effective management across our Despatch team, to provide efficient loading & unloading timescales to ensure departure times are met. Key focus will be on maximizing throughput, ensuring procedures are complied with and reducing staff costs.

Key elements of the role will be to manage the work flow of traffic from within Depot to their vehicles within tight operational windows also within allotted budgets using the most cost effective solution.

Success in the role will be dependent on effective and clinical communication programmes with all Operational areas and functions to ensure sufficient resource is ordered in line with Customer forecasting requirements to keep service levels high.

DESCRIPTION OF DUTIES:

Specific Duties and Key Tasks:

To liaise with the Hub Manager for relevant operational and statistical information for the day :

- Report directly into the Hub Manager
- Manage Despatch Shift to see an effective load out of all traffic
- Direct the work of team members
- Maintain records and review documents prepared by the team
- Monitor & manage the performance of team members
- Conduct annual appraisals with team members, including objective setting
- Perform the duties of a warehouse operative where this is required
- Be responsible for H&S compliance for the team. Investigate and report any breaches of Health & Safety regulations and incidents/accidents
- Communicate work practices, procedures and methods to team members, as required
- Assist in the recruitment process of your team members where required; screening CV's, interviewing and facilitating all relevant associated paperwork
- Conduct induction and training for new (both permanent and agency) team members as required
- Record and Manage KPI Reporting
- Open and/or close and secure the building as directed
- Conduct team communication sessions (team briefs)
- To provide accurate and timely payroll information to the payroll team on a weekly basis
- Be responsible for managing the Company attendance management process for your team, including Return To Work meetings and escalation to disciplinary hearings where appropriate
- To be trained in and carry out random Drug & Alcohol Testing for Secured Mail Employees & agency staff
- Working with HR to effectively manage the people in your team throughout all aspects of Employee Relations
- Perform additional duties as assigned by management
- To hold monthly team meetings and to provide Agendas & Minutes
- To have some knowledge of costs and numbers to hold a small budget
- Conduct Pre-shift briefs with drivers and ensure all processed are compliant concerning transport.
- Debrief drivers returning from Trunks and overnight routes.

GENERAL RESPONSIBILITIES

- Provision of excellent customer service, displaying a professional attitude and behaviour to customers and staff at all times
- Wearing of company uniform if required and any required safety clothing at all times
- Compliance with procedures for timesheet completion and authorisation and absence management
- Communication of any problems affecting general service or delivery of mail to Secured Mail head office (inc. any leave over of Mail).
- Following agreed procedures in the case of accidents as outlined in the H&S handbook
- Keeping the work area in a clean and safe state at all times
- Work to the standards and procedures as set out in the company's Employee, Drivers, and Health & safety Handbook
- Compliance with all Secured Mail Group Company procedures

ESSENTIAL EXPERIENCE:

- Experience in mail industry. Ideally DSA
- Excellent people management skills
- Flexible approach to problem solving, thinks outside the box
- Good MS Word and Excel spread sheet skills
- Excellent communicator and able to present information confidently
- Follows tasks through to completion
- Able to prioritise workload effectively
- Continually challenges processes
- Flexible approach to working hours
- Ability to manage and work in cross-functional and intercultural teams
- Understanding and experience of the postal market and knowledge of postal operational procedures – desirable
- Working knowledge of Transport related operations – preferred

DESIRABLE EXPERIENCE:

- Ability to balance technical and business issues as well as communicate appropriately with both technical and business experts.

TRAINING / QUALIFICATIONS:

- Educated to GCSE / A-Level standard in Business Administration, or equivalent knowledge through industry experience

Note this job description is not intended to be all inclusive – Employees may also be required to perform other related duties as Negotiated to meet the needs of the organisation