Job Description

**1. Job Details:**

**Job title:** General Manager

**Division:** Blakemore Wholesale

**Department:** Operations

**Responsible to:** Regional Controller

**2. Job Purpose:**

* The organisation and development of sales and profitable operations, in order to provide a high quality service to the customer, whilst working within the constraints of company policy and relevant legal requirements

**3. Key Tasks / Responsibilities:**

* Engage with existing, potential and lapsed customers and Key Account Managers in order to continually develop both sales and customer base, including stores group portfolio
* Maintain strong relationships with all existing and potential new customers whilst ensuring high standards of customer service throughout all depot operations
* The control of delivered and stores group operations in order to ensure optimum service levels are achieved
* Work collaboratively with the Trading function in order to ensure that product layout within the depot supports the delivery of maximum sales and profitability
* Coordinate the delivery of planned depot promotional activity
* Maximise revenue from local suppliers through effective negotiations at depot level
* Control levels of depot wastage in order to ensure minimal impact on depot margin
* The control of goods receipt, merchandising and sales operations, through the management structure within the depot
* The control of stock and order, stocktaking and stock checking operations, through the management structure within the depot
* Control the purchase, use and maintenance of all equipment, plant and machinery
* Ensure provision of adequate levels of supervision, guidance, communication and opportunities for staff involvement

**4. Financial Responsibilities:**

* Preparation and implementation of operational business plans, sales targets and budgets
* Ensuring that agreed sales targets are achieved
* Control of operational costs in accordance with agreed budgets

**5. Generic Responsibilities**

* Ensure compliance with “The Blakemore Way”
* Maintain employee and organisational confidentiality in line with the Data Protection Act
* Demonstrate commitment to equality and diversity
* Comply with Health and Safety responsibilities in line with the Company Health, Safety and Environmental Policy.
* Comply with all other policy and legal requirements in relation to role

**6. Other:**

This job description describes the main responsibilities of the post holder but is not intended to cover in detail all the tasks required of the post. The post holder may be required to carry out other duties as requested by management; however these will not be unreasonable and will be appropriate to the level of post. As circumstances change, responsibilities may be amended to reflect new requirements of the post but levels of responsibility and the nature of duties will remain consistent. The post holder will be fully consulted on any significant changes.

On occasions the post holder will be required to work away from designated work place which may involve staying away from home as and when required in accordance with the needs of the business. The post holder will be responsible for the appropriate use and maintenance of company vehicle.

**Signature of post holder:**

**Name of post holder:**

**Date:**

**Person Specification**

**1. Job Title:** General Manager

**2. Last Revision Date:** May 2014

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| **3. Education / Qualifications / Licences** |
| Essential | **Desirable** | **Measured By** |
| * Basic education (numeracy and literacy)
* Working knowledge of Microsoft packages
 | * Recognised management or sales qualification
 | CV / application form / original documentation |
| **4. Skills / Abilities / Knowledge / Experience** |
| Essential | **Desirable** | **Measured By** |
| * Ability to communicate effectively at all levels
* Ability to operate in a team environment
* Customer focus
* Facilitation skills
* Time management skills
* Ability to motivate and develop staff
* Experience managing costs and resources
* Assertiveness
* Excellent communication skills and the ability to build strong working relationships
 | * Negotiation skills
 | CV / application form / competency based interview |
| **5. Behaviour / Attitude** |
| Essential | **Desirable** | **Measured By** |
| * Compliance with the company values
 |  | Competency based interview |

**6. Core Competency Framework:**

Advanced Manager

**Signature of post holder:**

**Name of post holder:**

**Date:**