Job Description

**1. Contractual Arrangements**

**Job Title:** Shift Manager

##### Last Revision Date: October 2009

**Department:** Wholesale

**Location:** Wakefield

**Weekly working Hours**: Mon – Sat with a rotated day off

**Contract Type**: Full Time, Permanent

**Responsible to:** General Manager

**Responsible for:** All warehouse operations

**2. Job Purpose:**

* Ensuring accurate and efficient warehouse operations within the depot, in order to provide a high quality service to the customer, whilst working within the constraints of company policy and legislation.

**3. Key Tasks / Responsibilities:**

* Supervise and implement standard hours schemes
* Ensuring adherence to company policy, systems and procedures with particular reference to safety, food hygiene, security, the environment and employment legislation
* Maintenance of customer order processing, despatch and cage storage area operations
* Maintenance of goods receipt, ferrying and replenishments operations including trigger levels, new stock & Christmas lines and completion of all required documentation
* Ensure all operational duties are completed on a daily basis
* Assist in setting and measuring KPI’s
* Ensure adherence to / review of operational systems and procedures and suggestion of continuous improvements where necessary
* Support senior management with general operational duties
* Oversee direct reports in relation to all aspects of performance and development in line with the leadership competencies
* Comply with Health and Safety responsibilities as defined at Level 3 of the company Health and Safety Policy arrangements and/or as applicable to the nature of your role / people management responsibilities.

**4. Generic Responsibilities**

* Ensure compliance with “The Blakemore Way” and appropriate levels of the Competency Framework
* Attend meetings as required
* Maintain employee and organisational confidentiality in line with Data Protection Act
* Demonstrate commitment to Equality and Diversity
* Participate in required Learning and Development Activities
* Comply with operational and legal requirements relating to Food Safety and the Environment as applicable to your role / business area

**5. Financial Responsibilities:**

* Providing information to assist in budget preparation
* Purchasing in accordance with agreed budget
* Recommending overtime requirements

**6. Other:**

This job description describes the main responsibilities of the post holder. As circumstances change, they 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.

The Job Description is not intended to cover in detail all the tasks required of the post. The post-holder will be required to carry out other associated duties necessary to provide an effective service and deliver the key areas of responsibility. These duties will not be unreasonable and will be appropriate to this level of post

**Signature of post holder:**

**Name of post holder: Date:**

**Person Specification**

**1. Job Title:** Operations Manager

**2. Last Revision Date:** October 2009

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| **3. Education / Qualifications / Licences** |
| Essential | **Desirable** | **Measured By** |
| * Basic numeracy and literacy
* NVQ Level 3 or above
 | * FLT Licence
* Food Hygiene Level 2
* IOSH
 | CV/Application Form (originals bought to interview) |
| **4. Skills / Abilities / Knowledge / Experience** |
| Essential | **Desirable** | **Measured By** |
| * Awareness of Standard Hours Scheme
* Awareness of Health and Safety legislation
* Verbal and written communication
* Planning
* Organisation
* Initiative
* Intermediate IT Literacy
* Previous leadership/supervisory experience
* Basic knowledge of HR policy/procedures
 | * Basic knowledge of HR policy/procedures
* Knowledge of food hygiene regulations
 | Competency Based Interview |
| **5. Behaviour / Attitude** |
| Essential | **Desirable** | **Measured By** |
| * Consistent compliance with policy and procedure (in particular reference to Health and Safety)
* Compliance with company values and relevant level of the competency framework
* Flexibility in approach to working hours
 |  | Competency Based Interview |

**6. Core Competency Framework:**

* Intermediate Leadership

**7. Other:**

This person specification describes the main requirements of the post holder. As circumstances change, they 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.

**Signature of post holder:**

**Name of post holder:**

**Date:**