

Job Title: Head of Logistics

Company: Water Direct

Location: Water Direct, CO6 2NS

Department: Operations

Reports to: Chief Operating Officer

Company Overview:

Water Direct is a leading provider of alternative and emergency water supplies, offering temporary and permanent solutions to businesses, homes, and public services. With a focus on ensuring continuity of water supply, our services include water tankers, bottled water stations, and more. As we continue to grow, we are looking for a dedicated and detail-oriented Head of Logistics to lead our dynamic Planning Team.

Job Summary:

The Head of Logistics will be responsible for the management and leadership of the Planning Team and will hold accountability for the timely delivery of Water Direct services to our clients.

Service delivery will comprise of 'pre-planned' (greater than 12hr notice) and 'emergency' (immediate response), both workstreams being undertaken by the Planning Team with support from the Operations Department and stakeholders throughout the business.

Key Responsibilities:**1. Planning Team:**

- Line Management and mentoring of the Planning Team, which includes both 1 x Operational Logistics Manager, 6x Transport Logistics Planners and 1x Contract Logistics Planner.
- Ensuring the Planning Team is regularly briefed on service delivery requirements, and these requirements are understood and enacted.
- Maintain appropriate resource levels within the Planning Team to ensure the service is adequately covered 24/7.

- Mentoring and educating the Planning Team (both directly and via 3rd party schemes) to build an understanding, cohesive and supportive environment, excelling in logistical methodology and interdepartmental communication.

- Performance Management of the Planning Team, to include Personal Development Plans as well as managing non-conformance if it arises.

2. Systems in use:

- Management of existing and future scheduling tools, to ensure they are fit for purpose, accommodating the needs of the Company and used according to Company Procedure.

- Define procedures for use of scheduling systems and associated tools, ensuring these are documented, accessible and well-embedded throughout the Team.

- Management of shared client portal usage, as well as intercompany and internal SharePoint systems.

3. Resource Planning:

- Responsible for meeting vehicle and resource Utilisation KPI targets and providing reports to Senior Management to evidence this.

- Strategic review of resources required to meet service delivery demands on an immediate and future basis; relaying to the Head of Operations upcoming requirements for personnel, vehicles and equipment needed.

- Balancing operational efficiencies against service delivery needs to ensure the company operates in a sustainable, but cost-effective manner whilst meeting all of its service delivery obligations.

4. Planning Team 'Playbook':

- Determine and produce a Planning Team 'Playbook', detailing agreed strategies for logistical responses, defining escalation trigger points and service delivery communication best practices.

- Lead the team in exemplary communication with both internal and external stakeholders and foster an environment of professional conduct.

- Create strategies for escalation of major incidents, to comprise logistical planning preferences, wartime communication standards and 3rd party usage.

5. Internal and External request fulfilment:

- Ensure that internal requests of the Planning Team are fulfilled within the requested timescales, supporting essential business processes.
- Working with the Transport Management function to enable and ensure efficient scheduling of resources to submit vehicles for service and maintenance, which must take into account minimum availability standards for meeting contracted client SLA's.

6. Delivery Performance:

- Accountable for the manner in which the Company is represented throughout contracted client incidents by the Planning Team, and also at contracted client meetings which require logistics and planning attendance.
- Holding accountability for service delivery performance, both against timed SLA's and customer expectations. This will be supported by the Operations Department, providing resources to the level required by the Logistics Manager's resource planning determinations.
- Create and distribute 'washup' reports of incident activity in a timely manner and to a high standard of detail, produced from information recorded by the Planning Team as part of their defined processes.
- Ensure any procedural non-conformance in service delivery is tracked by the Planning Team and reported to the appropriate line management for corrective action.

7. Liaison:

- Set the standard for clear, concise and timely communication from the Planning Team to stakeholders throughout the business.
- Maintain regular liaison and communication directly with both the Commercial and Contract Teams' management to set expectations on capacity, workload and service delivery options.

- Act as the main point of escalation for issues relating to the Planning Team, such as taking part in mid-incident contracted client meetings to discuss the Company's response and strategy to their service delivery.
- Report to Senior Management as part of executive meetings as required.

Qualifications:

- Experience in Logistics Management is essential, including confident knowledge of Drivers Hours and working time rules.
- Proven Leadership track record.
- Excellent communication, presentation, and organisational skills.
- Ability to work collaboratively with cross-functional teams and relate with personnel of diverse backgrounds and workload types.
- Familiarity with quality assurance, compliance, and regulatory standards.
- Strong analytical skills and attention to detail.
- Ability to manage multiple projects and priorities simultaneously.

Preferred Qualifications:

- Transport Managers CPC (Certificate of Professional Competence).
- Management Qualifications.

Working Conditions:

- Full-time, hybrid position with occasional travel to other company locations as required. Transportation is provided.
- May require occasional evening or weekend work, subject to emergency response workloads. You will be joining a heavily dedicated management team, who remain contactable at all times due to the 24/7 nature of our business.