



Job Description

Role:	Operational Logistics Manager
Reportees:	Transport Logistics Planner (x2), Contract Logistics Planner (x1) with support from the Transport Logistics Assistant and Field Service Manager (x2)
Reporting to:	Operations Manager
Location:	Based at Earls Colne, CO6 2NS
Job Type:	Office based, with some field based support from time to time
Employment Type:	Permanent Full Time
Hours:	Mon – Fri, 08:00 – 17:30. On-call Out of Hours.
Salary:	£40,000 p.a

Requirements

There are a number of key requirements which make this role pivotal to our business.

- The Operational Logistics Manager will be centrally responsible day to day for the effective and timely delivery of Water Direct services, both In and Out of Hours.
- Line management and supervision of both the Transport Logistics Planner (x2) and Contract Logistics Planner staff.
- Experience of Transport Operations and scheduling along with Drivers Hours legislation is necessary.
 - Management CPC qualification preferred, but not essential provided that a correct understanding of Working Time Directive and EU Drivers Hours can be displayed.
- Competency with all Water Direct core operational procedures which are undertaken on a daily basis by Field and Asset Technicians to be able to answer any queries as they arise, both internally and externally.
- Water Utility operations, or Incident Management experience is ideal, but not essential.
- Strong attention to detail.
- Ability to deal with internal and external personnel at a variety of levels in a professional manner.
- A proactive, problem-solving mind-set, with drive and passion to do the job well.
- Confident and engaging personnel management skills.
- Provide strong and fair leadership throughout a variety of scenarios.
- Ensure the Logistics team operate professionally at all times, both with internal and external stakeholders.
- Strong communication and interpersonal skills, and have the ability to work as part of a cohesive team especially whilst under pressure, managing multiple incidents.
- Provide reasonable cover of Transport Logistics and Contract Logistics Planner shifts as required for covering planned and unplanned absence, or when demand increases during peak periods.

Operational Logistics Manager Activities

- Hold top level accountability for the assessment and deployment of resources to fulfil our contractual obligations, ensuring all SLA's are met or exceeded.
- Be responsible for the ultimate decision making with regards to allocation of resources between contracted and commercial workloads.
- In conjunction with the Field Service Managers, Contract Logistics Planner and Transport Logistics Planner; maintain the Driver Shift Calendar, ensuring an adequate level of Field Technician cover is maintained at all times, taking account of peaks in workload demand, versus resilience and resourcing for emergency responses. This includes making decisions on when to contract agency staff, either as required, or as a contingency measure.
- Continual daily oversight of service delivery, ensuring that timed deliveries are met, Field Technicians are working according to allocated plans and abiding by instructions, managing exceptions in liaison with the Sales team and Transport Logistics Planners with full and concise notes maintained on the job record by either the Operational Logistics Manager or Transport and Contract Logistics Planners.
- KPI Management of the Logistics function and team.
- Be competent in all core Water Direct operational and support procedures which are undertaken on a daily basis by Field and Office staff, to be able to answer or guide any queries as they arise, both internally and externally.
- Reporting of H&S issues to the relevant stakeholders, and ensuring team members provide precise detail.
- Oversee the production of contracted Utility costings in a timely manner for submission to the Contract Management team.
- Provide background support and guidance to the Transport and Contract Logistics Planners both in, and out of hours (weekends subject to availability to be agreed in advance, as a responsibility of the role).
- Daily liaison with the Field Service Manager on shift to assess any activities that need accommodating, and relaying instructions via the Transport Logistics Planners and other members of the Operations Department.
- Manage and ensure that all proof of delivery paperwork (or electronic records) has been submitted correctly with full and complete details, and is relayed to the relevant personnel in a timely manner.
- Be commensurate with the Water Direct CRM and customer quotation, payment receipt and service delivery procedures, so as to be able to manage the Transport Logistics and Contract Logistics Planners undertaking Out of Hours commercial delivery fulfilment.
- Maintain the Water Direct Abstraction Location database with assistance from the Transport Logistics Assistant and ensure that at all times the central mapping facility is up to date with current Abstraction locations available for use.
- Take part in inter-company exercises, both Desktop and Physical.
- Work effectively as part of a team to ensure complete continuity of service, 24/7/365.
- Take responsibility for implementation of escalation measures as required.
- At all times maintain correct levels of confidentiality with regards to information received from clients.

The Operational Logistics Manager will be expected to be able to undertake the role of either Transport and/or Contract Logistics Planners as required due to unexpected or planned absence. For further details, please refer to the Transport Logistics Planner and Contract Logistics Planner Job Descriptions.