

Job Description

Job Title:	Regional Operations Manager
Reports to:	Operations Director
Location:	Cumbria
Job Purpose <p>As a key member of the Senior Leadership Team, the Regional Operations Manager is responsible for leading and managing depot and regional operations across a defined geographical area. This role ensures the delivery of safe, compliant, and efficient transport services while driving operational excellence, employee engagement, and customer satisfaction. The postholder will play a strategic role in shaping regional performance and contributing to the company's long-term success.</p>	
Key Responsibilities <ol style="list-style-type: none"> 1. Regional & Depot Operations <ul style="list-style-type: none"> • Oversee the day-to-day operations of multiple depots, ensuring consistent service delivery and operational efficiency. • Implement and monitor regional performance targets, budgets, and KPIs. • Drive continuous improvement initiatives to enhance productivity and reduce operational costs. 2. People Leadership <ul style="list-style-type: none"> • Lead, coach, and develop depot managers and their teams to build a high-performing, motivated workforce. • Ensure effective workforce planning, succession planning, and talent development across the region. • Promote a culture of accountability, collaboration, and employee wellbeing. 3. Compliance & Risk Management <ul style="list-style-type: none"> • Ensure full compliance with transport legislation, health & safety standards, and company policies. • Conduct regular audits and reviews to identify and mitigate operational risks. • Act as the regional lead for regulatory inspections and investigations. 4. Service Delivery & Customer Focus <ul style="list-style-type: none"> • Maintain high standards of service delivery, ensuring customer expectations are met or exceeded. • Collaborate with commercial and customer service teams to support client relationships and resolve service issues. • Monitor service performance and implement corrective actions where necessary. 5. Strategic Contribution <ul style="list-style-type: none"> • Contribute to the development and execution of the company's strategic plans. • Provide regular reports and insights to the executive team on regional performance, challenges, and opportunities. • Lead or support cross-functional projects and business transformation initiatives. 	
Core Responsibilities (applicable to all employees) <ul style="list-style-type: none"> • To promote best practice in maintaining high levels of Customer Service • You must comply with all health and safety rules and regulations regarding the health and safety of yourself and others who may be affected by your acts or omissions. • Report any health and safety issue including accidents to self. • Follow all site rules. 	

- You must comply with all relevant legislation.
- Undertake such other duties that are required from time to time commensurate with this position.
- Promote Wm. Armstrong in line with current company values, beliefs and branding.

Direct Reports Yes

Internal and External Relationships

- **Internal Relationships:**
 - Executive Team
 - Senior Leadership Team
 - HR/Payroll Teams
 - Compliance and Safety Teams
 - Fleet and Planning Teams
 - Finance and IT Teams
 - Departmental Managers / Team Leaders
 - HR/Payroll Teams
 - Employees at All Levels
- **External Relationships:**
 - Customers / Key Accounts
 - Regulatory Bodies
 - Suppliers & Contractors
 - Industry Associations & Forums
 - Insurance Providers
 - Technology Vendors

Knowledge, Skills and Experience Needed (Essential/ Desirable)

- Proven leadership and team management capabilities.
- Strong understanding of road haulage and logistics operations.
- Excellent knowledge of transport compliance and safety regulations.
- Commercial awareness and financial acumen.
- Strong communication, negotiation, and stakeholder management skills.
- Results-driven with a focus on continuous improvement.
- Experience managing multi-site operations and diverse teams.

Qualifications

- Degree in Logistics, Business Management, or a related field (or equivalent experience).
- Minimum 5 plus years' experience in transport or logistics operations, with at least 2 years in a senior/regional leadership role.
- CPC (Certificate of Professional Competence) in Road Haulage is essential

Knowledge/Skills

- Excellent oral, written and presentation skills with the ability to communicate in a clear and concise manner with a wide range of audiences.
- Ability to develop and execute effective business plans in pursuit of goals and work within them.



- Ability to work to tight deadlines, providing excellent work in a pressurised environment.
- Effective interpersonal and organisation skills.
- Excellent IT and system skills, to enable effective reporting to the business.
- Able to challenge the status quo and influence stakeholders when necessary.
- Able to self-reflect and take ownership of outcomes, successes, and failures
- Self-motivated and able to work without close supervision.
- Good numerical and analytical skills, including experience of spreadsheets and computer-based systems, including Microsoft products.

NB: Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties. Work location is subject to discussion with immediate line manager and the requirements of the business.