

## Job Description

<b>Job Title:</b>	Supervisor – Milk Ex-Farm
<b>Reports to:</b>	Milk Manager
<b>Location:</b>	Aspatria
<b>Job Purpose</b>	
<p>To ensure effective execution on all collections and deliveries are carried out within required timescales, maximising the most efficient use of vehicles and drivers whilst taking account of the relevant legislation.</p>	
<b>Key Responsibilities</b>	
<ul style="list-style-type: none"> <li>• Effective execution of resource (vehicles, drivers, trailers) maximising vehicle utilisation and minimising cost.</li> <li>• Supporting to ensure planned routes are in line with working time directive (WTD) and drivers hours rules.</li> <li>• Communication with stakeholders to ensure agreed customer SLA's are achieved and maintained, in conjunction with other departments and customer requirements.</li> <li>• Liaise with relevant internal departments to ensure that customers are notified (and charges reflect) of any changes to collections / deliveries.</li> <li>• Allocation of work from vehicles, drivers, collections and deliveries are as efficient as possible taking into account customer requirements,</li> <li>• Ensure Company and DTAS (Dairy Transport Assurance Scheme) procedures are followed.</li> <li>• Ensure paperwork and KPI information is kept up to date, understanding and achieving KPI targets relating to the safe and efficient use of our fleet.</li> <li>• Communicate with Operational Leads to maximise collaboration between departments and increase profitability for the organisation.</li> <li>• Daily support with drivers, including de-briefings, checking and authorising driver timesheets, download of Tachograph data and informing drivers, including dealing with concerns or issues.</li> <li>• Ensure all tankers, milk equipment and milk transhipment area and sites are clean, tidy and in good working order.</li> </ul>	
<b>Core Responsibilities (applicable to all employees)</b>	
<ul style="list-style-type: none"> <li>• To promote best practice in maintaining high levels of Customer Service</li> <li>• 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.</li> <li>• Report any health and safety issue including accidents to self.</li> <li>• Follow all site rules.</li> <li>• You must comply with all relevant legislation.</li> <li>• Undertake such other duties that are required from time to time commensurate with this position.</li> <li>• Promote Wm. Armstrong in line with current company values, beliefs and branding.</li> </ul>	
<b>Direct Reports</b>	Yes or No <i>(detail below if yes)</i>
	<ul style="list-style-type: none"> <li>• No</li> </ul>
<b>Internal and External Relationships</b>	



- Drivers
- Colleagues
- Managers
- Subcontractors
- Customers

### **Knowledge, Skills and Experience**

- A good knowledge of Milk operations transport would be advantageous.
- Previous Transport and logistics experience would be advantageous.
- Previous supervisory experience would be advantageous.
- Previous use of transport systems.
- Strong understanding of driver's hours regulations and working time directive.
- Excellent problem-solving skills with an analytical approach.
- Good interpersonal skills, written and verbal.
- Previous experience in an operational context advantageous.
- Excellent communication and interpersonal skills.
- Self-motivated and able to work without close supervision.
- Ability to work under pressure, both individually and as part of a team.
- Ability to ensure that targets are met both individually and as part of a team.
- Good numerical and analytical skills, including experience of spreadsheets and computer-based systems, including Microsoft products.
- Flexible approach to work demands, including some evening and weekend work.
- Good telephone manner and communication skills.

**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.