

## Job Description

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| <b>Job Title:</b>  | Supervisor – Milk Operations |
| <b>Reports to:</b>   | Operations Manager           |
| <b>Location:</b>   | Various                      |
| <b>Job Purpose</b>   |                              |
| <p>Responsible for the smooth running of the daily operation for our milk operations in area of responsibility. Ensuring that our Driving Team execute the daily plan to the highest possible standard for our customers, using telematic systems and a culture of continuous improvement.</p>   |                              |
| <b>Key Responsibilities</b>  |                              |
| <ul style="list-style-type: none"> <li>• Supervision of the driving team with clear and effective communication with relevant employees including ensuring: accurate start times, load information, shift cover etc.</li> <li>• Utilisation of daily resource to achieve delivery/collection times.</li> <li>• Manage any changes to schedule/plan to flex with customer demand whilst ensuring profitability is maintained.</li> <li>• Ensure agreed service levels are achieved and maintained, in conjunction with other departments and customer requirements.</li> <li>• Optimisation of resource and complying to WTD and driver’s hours legislation.</li> <li>• Collating and recording KPI information.</li> <li>• Ensure legal compliance regarding road worthiness: defects, services, MOT’s etc.</li> <li>• Carry out RTW meetings, investigations, daily briefings, disciplinaries, etc.</li> <li>• Ensure all accidents, incidents and near misses are logged on the system and reported in a timely manner.</li> <li>• To maintain and improve staff engagement, reporting any driver’s issues or concerns to management. In turn, communicate any operational changes that may affect a driver’s daily duties.</li> <li>• Manage driver holidays and ensure cover is sourced according to shift pattern.</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>  |                              |
| <ul style="list-style-type: none"> <li>• Drivers</li> <li>• Sub-Contractors</li> </ul>   |                              |
| <b>Internal and External Relationships</b>   |                              |
| <ul style="list-style-type: none"> <li>• Drivers</li> <li>• Colleagues</li> </ul>  |                              |



- Managers
- Subcontractors
- Customers

**Experience/Knowledge/Skills**

- Previous management or supervisory experience essential.
- A successful background in the transport sector, with knowledge of milk operations advantageous
- Knowledge of continuous improvement
- Knowledge of transport management systems & vehicle telematics
- Significant understanding of WTD and driver's hours legislation.
- Good organising skills and attentions to detail.
- Effectively able to prioritise workload in order to meet deadlines.
- Excellent communication skills.
- Transport Manager CPC preferred but not essential.
- Develop a strong knowledge of the Wm Armstrong transport operation and procedures.
- Flexible approach to work demands
- Ability to stay calm under pressure and thrive in a busy and fast-paced environment.
- Must be proficient in using Microsoft packages (Excel, Word, Outlook) with good data handling 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.