

Job Description

Job Title:	Nightshift Manager
Reports to:	Operations Director
Location:	Various
Job Purpose	
<p>To ensure operations within the business are undertaken effectively and in line with business and customer expectations managing the night operations across all operational departments and locations.</p>	
Key Responsibilities	
<ul style="list-style-type: none"> • Work with other WMA Departments, locations to ensure efficiency & effectiveness of the operation. • Ensure site security e.g. Scan Points; CCTV; door and gate entry systems • Accident & Incident investigations & reporting • Receive and respond to telephone calls. • Download driver digicards, vehicle tachographs, and scan tachograph charts • Issue tachograph infringements and discuss with drivers • Issue vehicle keys and paperwork to drivers • De-brief drivers and ensure returned paperwork is properly presented • Communication through the departmental changeovers log's • Support & cover for driver's wages – Cross-check Defect notes in against driver timesheets. • Ensure fuel is only issued in accordance with fuel management programme • Ensure that only permitted visitors are allowed on site and that charges are made for services provided according to accompany procedure. (completion of correct documentation) • Liaise with other depots to ensure efficient working of night shift staff • Report areas for improvement from day or night shift procedures to increase Group efficiency • Compliance audits – driver walk round check & ADR equipment • Asset yard checks reported daily (Service, MOT, Defects) • Data transfers from one system to another. • Minor Defect Repairs (Bulb's) • Vehicle, Trailer coupling and uncoupling. • Pallet transfers for cross-docked freight. • Agency staff are processed in-line with company procedure (Download drivers card, Copies of drivers cards & licences and completion of drivers disclaimer forms) • Any other duties that may be required to ensure smooth and efficient running of the office. 	
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. 	

<ul style="list-style-type: none"> • Promote Wm. Armstrong in line with current company values, beliefs and branding. 	
Direct Reports	None – Supervising only during nightshift
<ul style="list-style-type: none"> • Employees • Drivers 	
Internal and External Relationships	
<ul style="list-style-type: none"> • Drivers • Colleagues • Managers • Subcontractors • Customers 	
Knowledge, Skills and Experience Needed (Essential/ Desirable)	
<ul style="list-style-type: none"> • Previous operations management experience with sound knowledge and understanding of multi transport operations, with knowledge of specific WMA operations advantageous. • Knowledgeable and experienced with managing customer relationships to a high standard. • Holds the management CPC qualification, preferable. • Sound experience of using transport systems including managing operations, planning, etc. • Experience in continuous improvement, optimising processes and implementing strategies to drive efficiency and profitability • Excellent communication skills, with the ability to communicate at all levels, both internally and externally • Pro-active, logical, and forward thinking • Flexibility in approach and on working times • Ability to work under pressure and meet targets and deadlines • Good numerical and analytical skills, including experience of spreadsheets and computer-based systems, including Microsoft products 	
<p>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.</p>	