

Job title: Transport Operations Manager

### Core information

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| <b>Location:</b> Aylesford RDC ▾                | <b>Lines of business or shared capability area:</b> Waitrose            |
| <b>Reports to:</b> General Manager              |   |
| <b>People Management:</b> Yes ▾                 |   |
| <b>Assignment Management:</b> Yes ▾             |   |
| <b>Partnership Level:</b> Partnership level 6 ▾ | <b>Manager's Partnership level:</b> Partnership level 5 ▾               |
| <b>Number of direct reports:</b><br>3           | <b>Partnership level(s) of direct reports:</b><br>Partnership level 7 ▾ |

### About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands – John Lewis and Waitrose, as well as expanding into new areas beyond retail.

We aren't an ordinary business, though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique Purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

### Critical purpose of the role

As a leader in our business your number one focus is to challenge and empower your teams and others to create more value for our customers and our business.

To provide strong leadership across the Transport Department with full responsibility and accountability for managing the 24 hour, 7 day a week Transport Operation. Leading Partners, Managers and Temporary Labour, ensuring full legal compliance with current EU driving legislation and the Transport Working Time Directive, ensuring the delivery of exceptional customer service whilst remaining cost effective.. To provide input and share best practice to support the current and future Transport strategy across the business. As part of the on-site Senior Management Team to support the Management of the RDC in the absence of the General Manager when required.

You will have the opportunity to develop and stretch personally and professionally to achieve your potential.

### Primary Outcomes & Accountabilities

- Managing a Transport operation delivering to Branches and other customers in line with the agreed service level

### Measures of success

- Key Performance Indicators are met.



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| <ul style="list-style-type: none"><li>• Fully accountable for the holding and sustainment of the Transport Operational licence for the site.</li><li>• Ensuring full legislative compliance across all areas, including EU driving regulations and the working time directive, whilst clearly operating within health and food safety guidelines and RDC operational procedures.</li><li>• Support with the production and delivery of the strategic Business Plan to maximise efficiency and identify and action improvements to the operation.</li><li>• Budget compilation and delivering costs within budget, with full root cause analysis in the event of variance.</li><li>• Input into and play an active role in the RDC Risk Register and Business Continuity Planning.</li><li>• Manage and monitor the vehicle maintenance programme and ensure all defects are identified, correctly reported and rectified.</li><li>• The creation of effective two way communication channels to ensure that information flows through all levels of the Partnership effectively and regularly to all Key Customers, Partners to promote engagement and build good working relationships.</li><li>• Promote and emulate the partnership values and drive and support Partnership democracy within the site.</li><li>• To create and drive a culture of Continuous Improvement across the department with the deployment of the relevant support mechanisms and tools. Design and implement new projects that will improve the efficiency of the operation and improve Branch service and cost savings.</li><li>• Ensuring all Personnel policies and procedures are followed that enable Partners to be treated fairly and with respect in line with the Partnership Principles.</li><li>• To create a clear Succession Plan with the identification, coaching, support and development of the Partner and Management team to enhance job satisfaction and support Partner career development.</li><li>• To manage the site as Duty Manager on a rotating basis, 24 hours a day, 7 days a week, controlling all chambers and the transport operation and offering assistance to the Branches and other DCs.</li></ul> | <ul style="list-style-type: none"><li>• Support all departments to ensure targets are met and operational and branch queries are dealt with successfully.</li><li>• All aspects of Health and Safety, HACCP regulations, Employment policy and Operational procedures are adhered to.</li><li>• All accidents are investigated and reported appropriately with the completion of follow up actions where required.</li><li>• Budgetary targets are achieved in accordance with the site business plan.</li><li>• Full up to date and effective business continuity plan is agreed and understood by all.</li><li>• Partner Survey Results and action plans.</li><li>• Partnership principles and ethos adhered to all times, including operating within and fully supporting the principles of the democratic framework.</li><li>• All Direct Reports Personnel processes completed in a quality manner on time</li></ul> |
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### Qualifications & Experience (where applicable)

#### Essential

- CPC National with excellent Transport knowledge of current EU regulations
- Senior management experience in a Transport / Distribution environment
- Extensive knowledge of Health and Safety and Transport legislation
- Experience of dealing with full disciplinary procedures according to ACAS guidelines
- Experience of creating a strong culture of Continuous Improvement

#### Desirable

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| Version | Created/updated by | Date |
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