

Job Title: Head of Operations and Logistics

Reports to: Finance Director

Responsible for: Ensure the effective running of the Operations and Logistics functions of the company including providing strategic and operational direction. Provide clear and effective day to day leadership, management, guidance and mentoring. Improve team cohesion and effectiveness and lead continuous improvement via adherence to key metrics, whilst maintaining quality, customer service, and health and safety, at agreed levels. Operate to agreed KPI's as required.

Key Functions

1. Identify and ensure adoption and delivery of the appropriate strategic direction within Operations and Logistics
2. Establish and manage effective "fit for purpose" Operations and Logistics functions including delivery of the relevant quality, customer service, health and safety levels and efficiency/cost focus
3. Ensure direct reports in team extending to the operations team and actively engaged in the business (develop, train, mentor, guide and discipline as appropriate)
4. Champion a Continuous Improvement culture within the business promoting a culture of improvement throughout the functional responsibility including strategic reviews of all the department related functions utilizing quality process and participation in high performance and self directed work teams
5. Provide a full suite of Operational and Logistical management information including detailed metrics to enable objective performance evaluation and positive feedback processes to be put in place
6. Ensure production adherence to plan in line with agreed KPI's
7. Ensure full compliance with the company's Health and Safety, Quality Assurance and Operating processes and procedures
8. Constantly evaluate and review the company's Operational and Logistical business practices, update and develop process documentation, streamline opportunities, and reduce non-value added activities
9. Prepare support for CAPEX and key investments as required, in order to aid objective analysis and objective calculation of return on investment
10. Drive the development and cultivation of positive business relationships with the company's logistics customers and vendors; direct pricing and performance reviews in order to identify service and revenue improvement opportunities and to manage costs
11. Manage the Operational and Logistical budget and all related fiscal forecasting and planning activities, and operate to agreed levels as established from time to time
12. Oversee and ensure all department-related operations comply with applicable environmental, health, safety, and other regulatory rules and regulations (DOT, HIPAA), as they exist from time to time
13. Determine, and operate to, the optimum staffing model for the responsible area of the business
14. Deliver personal objectives as agreed from time to time via appraisal or other business processes.
15. Participate in multi function business projects, providing the Operational and Logistical expertise and direction as required
16. Drive and facilitate activities that improve coordination and communication within the department and other departments throughout the company (e.g. Client Services, Sales, Finance, HR, IT)
17. Ensure that robust and effective operations and logistics-related safety, security, and regulatory employee training programs are maintained in line with current policies and procedures
18. Consistently promote a strong corporate culture, quality and high performance work teams.

Health and Safety

- Operate in accordance with procedures, regulations and other company documentation
- Maintain work area in a clean and safe state
- Maintain a working knowledge of the current statutory and GMP requirements; ensuring own work and all equipment adhere at all times
- General awareness of the consequences of acts or omissions at all times
- To take reasonable care for the Health & Safety of him/herself and of other persons who may be affected by his/her acts or omissions
- Regarding any duty or requirement imposed on his/her employer or on any other person by or under any of the relevant statutory provisions, to co-operate with him so far as is necessary to enable that duty or requirement to be performed or complied with
- Implement and maintain a proactive approach to Health and Safety

Quality

- Liaising, monitoring and managing quality and QA systems
- Carry out all work to standards laid down by suppliers, management and with full regard to the needs of GMP
- Carry out all procedures correctly as laid down within the Company Quality Systems and with regard to relevant Health and Safety Procedures
- Liaising, monitoring and managing quality and food safety systems
- Carry out all work to standards laid down by suppliers, customers & management with full regard to the needs of GMP, product quality, safety and legality
- Carry out all procedures correctly as laid down within the Company Quality & Food Safety Systems ensuring conformance from the department and looking to improve standards.

Flexibility

- Flexible approach to working hours. This is a senior role, as such, it is expected that the incumbent will provide sufficient time, energy and focus to achieve all the key goals and objectives.

Key Candidate Attributes

- Demonstrable deliverer not a rationaliser of failure
- Demonstrable Change Management experience and success
- Demonstrable experience in both efficiency improvement and planning for Operations and Logistics
- Proponent of a collaborative culture
- High level of commercial acumen
- Qualified in LEAN or similar
- Excellent oral and written communication skills
- Positive attitude
- Problem-solver and proactive solution seeker
- Strategic thinker with proven analytical skills
- Committed
- Proven track record of successful planning to provide an efficient manufacturing schedule.
- Experience of working in an FMCG manufacturing environment
- Experience of working in a Logistics dependant environment
- Ability to effectively manage, lead, motivate and mentor, a team
- Ability to create, propose, manage and control budgets
- Energy and experience to sustain high, results driven, work output
- Health & Safety awareness

- Can work on own initiative
- Ownership of, and accountability for, task and outcomes
- Work effectively in multi functional teams
- Consideration for others