

Position Description and Specifications

Position title: Operations Manager	
Reports to: GM Operations and People	Location: Rolleston
Incumbent:	Staff Numbers: 5 Direct reports

Position Objective

To support the management and day to day operational management of the stores. This involves liaising with the GM Operations & People and the coordination of Forklift Drivers, Truck Drivers, Labourers and Administration staff. Additionally, to liaise directly with customers using the store. The Operations Manager is also responsible for ensuring that all directions from the Compliance Manager are actioned in a full and in a timely manner.

The Operations Manager Rolleston is expected to be able to fully relieve at any one of the stores managed by Coolpak Coolstores Limited.

Key Responsibilities and Expected Deliverables

Key Responsibilities	Expected Results
1 People Responsible for leading the team in a way that inspires maximum performance and which coaches, supports and develops team members	<ul style="list-style-type: none"> Effectively manage all on-site staff and contractors Onboard, train, coach, monitor and manage all store employees Plan warehouse work schedules, including management of absence & annual leave Oversee training and development of staff to extend skill capabilities Process Timesheets for payroll every fortnight
2 Commercial Operations Responsible for overseeing day to day operations in accordance with the strategic plan, and operational and capital budgets	<ul style="list-style-type: none"> Ensure maximum utilisation of stores on a daily/weekly basis Ensure Rolleston branch is achieving required profitability Ensure compliance with Coolpak's Risk Management Programme Responsibility for ensuring compliance with all MPI requirements and maintaining clean MPI audits Monitoring temperatures and managing both irregular and regular plant maintenance, in accordance with delegated

Operations Manager

	<p>authority levels; including approving and handling invoices in line with company policy</p> <ul style="list-style-type: none"> • Maintain close liaison with transport operators, internal and external, to ensure timely and planned delivery and dispatch outcomes • Ensuring that company budgets, targets and policies are always adhered to • Communication focus is maintained through all levels of staff and management, including truck drivers and customers • Monthly reporting on determined metrics and KPIs • Maintain all buildings to agreed standard, All work to be quoted and signed off as per delegated authority • Prepare draft budgets annually that result in agreed income and expenditure for each financial year • Focus on excellence across all areas at all times
<p>3 Health, Safety and Security Responsible for maintaining a safe working environment in accordance with company procedures and policies at all times</p>	<ul style="list-style-type: none"> • Ensure compliance with company Health & Safety Manual, and adequately supervising staff to ensure that we maintain a safe working environment • Handling and storage of all clients' product so there is no damage • Loading and unloading trucks safely and promptly • Keeping and maintaining site and buildings in a clean and tidy state, daily • Noting and recording any defects, or potential hazards, to plant or products daily • Ensure all documentation is done in a clean, concise, and timely manner and all records are kept up-to-date daily. • Ensure 100% adherence to company procedures and policies when loading or unloading containers; 100% accuracy is expected on product dispatch and the matching documentation • Role model safe behaviours at all times • Take appropriate action if a dangerous situation is noticed and make all reasonable efforts to make it safe • Other duties as may be directed from time to time.
<p>4 Inventory Responsible for ensuring inventory accuracy at all times</p>	<ul style="list-style-type: none"> • Ensure that all product is entered and scanned into the WMS • Ensure all cyclical stocktakes are completed on time and to the required accuracy % • Ensure all variations are investigated and resolved in a timely manner
<p>5 Other</p>	<ul style="list-style-type: none"> • Ensure all duties are carried out in a timely and accurate manner in accordance with Cookpak policies and procedures • Assist with training other employees to ensure full cover of position responsibilities is maintained • Undertake all other duties that are reasonably requested

Relationships

Internal:

- CEO
- GM Operations and People
- Business Development Manager
- CIO
- Transport Manager
- Stores/Distribution Manager
- Compliance Manager
- Compliance Officer
- Administration Team
- Team Leaders
- Staff

External:

- Clients and their representatives
- Third party suppliers of goods and services
- MPI officers
- Transport company personnel

Person Specification

Qualification

- A relevant tertiary or trade qualification would be beneficial
- Continuous improvement or process qualification would be an advantage

Knowledge and Experience

- Experience working in a similar position and/ or knowledge of the transport, logistics or warehousing industry
- Business and operational planning experience
- Supply chain experience and knowledge
- Experience managing people and performance
- Health and Safety experience

Skills and Personal Attributes

- Demonstrates strong leadership skills
- Excellent communication skills
- Strong team player and people person
- Ability to build strong working relationships both internally and externally
- Willingness to embrace and drive innovation to deliver efficiencies
- Ability to persuade and influence
- Ability to problem solve within a busy environment
- Detail focused with the ability to analyse information and make practical decisions
- Ability to juggle multiple tasks and prioritise
- Understands and champions health and safety
- Flexible approach
- Willingness to learn and grow in role
- Sense of humour



POSITION DESCRIPTION

Operations Manager

Agreement

This Position Description describes the essential responsibilities and qualifications of the position described. It is not an exhaustive statement of all the duties, responsibilities, or qualifications of the job.

I confirm that I have read this Position Description and understand the essential functions of the position, Key Responsibilities and the Expected Deliverables.

_____ Employee Name	_____ Position Title	_____ Signature	_____ Date
_____ Manager's Name	_____ Position Title	_____ Signature	_____ Date