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Job Title: Transport Manager

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Job Summary: To control and direct an efficient transport operation which meets the needs of our customers by providing a reliable service, using all available resources to minimize cost and maximize profit within legal and regulatory guidelines.

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Key Responsibilities:

**General**

- Effectively manage all staff employed within the transport team
- To deliver the depot KPI's as a key member of the depot management team
- To achieve good discipline, acceptable housekeeping and cleanliness
- To maintain correct staffing levels throughout the department
- Communicate and fully explain to staff all aspects of Company business and performance statistics using all methods, such as notice board, meetings, etc.
- Holiday planning - Authorizing holiday requests, whilst maintaining adequate staffing levels at all times
- Absence Management- Ensure return to work interviews are carried out & monitoring and measuring staff absences to achieve depot absence target
- Disciplinary Management- Responsible for ensuring that all the appropriate Company HR procedures are adhered to.
- Organize and control the induction and ongoing training of all employees within the areas of your responsibility
- Perform any reasonable task as instructed by the Depot Manager, General Manager and Company Responsible Person

**Transport**

- Control activities of the delivery drivers, including the productivity and optimisation of the van routes.
- Ensure scheduled van departure times are achieved.
- Ensure asset tracking is up to date and units are maintained.
- Ensure all driver vehicle checks are completed.
- Responsible for the service and general maintenance of the commercial fleet.
- Deal with customer queries directly when requested.
- Deal with internal customer service queries as and when required.
- Liaise closely with the Company's Sales Representatives with particular reference to cut off times, van routes, delivery times and service levels.
- Manage vehicle fuelling systems

**Stock Control**

- Ensure the correct and secure storage and transportation of CD and Fridge products in line with existing legislation
- Ensure that goods damaged during Transport operations are fully investigated.

**Regulatory & Legal**

- Ensuring compliance in conjunction with the Group Safety, Environment and Quality Manager to all Occupational Health & Safety, Environmental and Good Distribution Practices policies regulations and guidance.

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### **Occupational Health & Safety (OHS) and Environment**

- Understands the Environmental Management System (EMS) and ISO 14001 procedures. Ensuring systems are in place to provide adequate training to new and existing employees ensuring ongoing compliance to standardised procedures.
- Understands the Safety Management System (SMS). Ensuring, where reasonably practicable, the current laws and regulations and policies relating to OHS are followed. Ensuring adequate training to new and existing employees and ongoing compliance to standardised procedures.

### **Quality & GDP**

- Conversant with Good Distribution Practice (GDP) guidelines for Pharmaceutical Distributors and carry out the duties in such a way as they can demonstrate compliance.
- Carry out the GDP duties within Transport Managers sections of the job requirements in the QMS.
- Ensuring compliance with the company Quality Management System (QMS) and ISO 9001 procedures.

### **Facilities Management**

- Responsible for the general maintenance of the transport areas and equipment

### **Security**

- Ensure compliance with all company security procedures in conjunction with the Group Business Integrity Officer.

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Key Experience,  
Knowledge, Skills &  
Qualifications:

### **KEY EXPERIENCE, KNOWLEDGE, SKILLS & QUALIFICATIONS:**

#### **Qualifications & Training**

##### **Essential:**

Minimum 5 GCSE's or equivalent including Maths and English

##### **Desirable:**

IOSH Qualification

First Aid Qualification

#### **Experience**

##### **Essential:**

Managing/supervising a team of delivery drivers

Maintaining a fleet of vehicles

##### **Desirable:**

Carrying out HR processes and procedures within Company frameworks and legislation

Working to targets/KPIs

Carrying out team briefings

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Pharmaceutical industry/knowledge/background

**Knowledge**

**Essential:**

Competent in Microsoft Office applications, Word, Excel, Outlook, PowerPoint to an intermediate standard

An understanding of relevant laws and regulations including Health & Safety

**Skills**

**Essential:**

Leadership qualities

Excellent communication skills

Highly organised

**Additional Requirements:**

**Essential:**

Full UK driving licence

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