
Role Mandate

Job Title:	Operations Manager
Function /CFBU:	Central Operations
Dimensions of the Job:	
Reports to:	Head of Operations – North
Location:	Runcorn

Job Summary:

To manage all warehouse functions, ensuring service and performance levels are achieved within defined financial and operational objectives. Expected to lead Depot plans and initiatives by effectively managing the warehouse functions through direct reports on all shift patterns. The role will require the individual to be people focused, through regular communications and performance reviews with direct reports and warehouse staff where appropriate. This individual must have a proven track record of improvement in their current/past role of all disciplines under their responsibility. The role will be expected to cover for the Depot Manager in his/her absence.

Responsibilities:

- Responsible for planning and managing designated resource to undertake the day to day work responsibilities to achieve service levels and key depots performances targets within employment costs.
 - Manage and monitor recruitment and selection for warehouse staff, evaluating candidates against appropriate criteria and consistent review of labour turnover.
 - Oversee and measure absence levels within the warehouse, following company guidelines and procedures, when dealing with issues by self and/or direct reports.
 - Manage warehouse teams development, ensuring all new colleagues are inducted and trained to complete the requirements of their role. Interface with Training and Inductions Facilitator to develop training plans for warehouse staff to maximize flexibility within the team.
 - Monitor and manage overall budget/costs to agreed budget/expenditure objectives.
 - Undertake final stages of the disciplinary and grievance procedures following company guidelines. Escalation to Depot Manager when required. Act as a point of reference for all Supervisors and other Direct Reports.
 - Lead Warehouse Excellence improvements within the warehouses, e.g. product allocation, resource management delivery improvements in line with Depot plans. Development and/or implementation of ISO standards.
 - Ensure team/Company communications are undertaken within the warehouse; delegating team briefs and project groups to encourage involvement and commitment positively throughout the operation. Interface
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with Warehouse Excellence Team to develop and assist in leading Vision and values initiatives.

- Where required, to undertake the Depot Manager role in the instance of planned/unplanned absence including all day to day operational, personnel, quality and regulatory activities, where clear company governance is defined.
- Ensure site maintains and adheres to all related GDP (Good Distribution Practices) and MHRA (Medicines and Healthcare products and regulatory Agency) requirements.
- Champion and actively engage colleagues in the adherence to GDP, proactively identify and resolving potential issues, develop and managing action plans to remedy and avoid non-compliance.
- You will be expected to perform all acts, duties and obligations to comply with such requests, as may be reasonably required by the company.

General

- Demonstrates the Company's values and behaviours that drive **business** performance, **customer** and **quality** excellence and engagement of our **people**
- Leading and building a high performing team that in turn adds value to the business in line with budget and relevant financial constraints.

Key Experience, Knowledge, Skills & Qualifications:

Essential Requirements

- Can evident an ability to plan and execute operational plans in their current role(s) within people, budget and deadline targets.
- A proven track record of leading, motivating and developing large teams.
- Can provide working examples of increasing productivity, reducing errors; and eradicating waste within their current role(s)
- Can demonstrate a working knowledge of Financial Awareness – understanding depot budgets and implications on running the warehouse.
- PC skills – Word/Excel/Power-point – required for management reporting.
- Has a good understanding of all S.O.P's, inventory, Manpower and automation procedures.
- Basic Employment Law/absence management and G&D.
- Health and Safety/Security legislation Procedures
- Evident awareness of MHRA/GDP/ISO procedures

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- Working knowledge and experience of compliance and regulatory audits.

Desirable Requirements

- Experience of working in a Pharmaceutical, Warehouse and Wholesale businesses
 - Working towards or obtained Certificate of Management Studies or equivalent (CMS – demonstrates competence in current role)
 - Working towards or obtained Diploma of Management Studies or equivalent (DMS – demonstrates readiness to progress to DM role)
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Drive Business Performance & Value Creation

Creates value through economic action and establishes meaningful changes

- realizes goals while considering costs, benefits and risks (goal and result orientation)
- shows commitment in achieving goals, even under difficulties
- searches for permanent solutions and takes responsibility for the results (solution orientation)
- thinks and plans ahead in order to achieve results
- maximises efficiency and effectiveness
- realizes set objectives at due date, quickly delivers results

Dedicate Yourself to Customer Needs

Bases his/her behaviour on internal/external customer benefit and thus supports business success

- focuses on customer excellence, puts him-/herself in the position of the customer
- thinks the process back from the perspective of the customer
- gives priority to customer needs
- reacts quickly and appropriately to customer needs
- incorporates feedback in his/her decision-making processes
- aims at exceeding customer expectations
- actively contributes to build long-term and mutually beneficial customer relationships
- creates mutual trust by being reliable and fulfilling expectations
- meets the customer with respect and fairness
- anticipates customer needs and proactively develops solutions
 - encourages innovation and improvement

Strive for Quality Excellence

Acts quality-conscious and continuously improves work Results

- has knowledge of his/ her own area of responsibility
- acts responsibly and ensures his/her own quality of work
- demands a high standard of quality of him-/herself and others
- supports a quality which prevents rework and waste (cost awareness)
- works accurately and in compliance with guidelines and best practices (high level of detail)
- learns from mistakes and avoids them in the future
- aims to continuously improve workflow, procedures and products (process improvement)
- continuously improves the performance levels of her/his area of responsibility, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

Lead and Engage

Achieves high performance levels through clear and open communication and an inspirational and appreciative interaction with others

- motivates self and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- demonstrates team spirit and a sense of responsibility for mutual goals
- determines the direction for own team and ensures that goals and responsibilities within the team are clearly defined and monitored regularly
- actively promotes an organisation of diversity and cooperation (employee involvement)
- identifies and discusses emerging conflicts and supports to solve them
- acts in his/her function as a role model and conducts him-/herself with integrity and credibility
- makes quick and clear decisions, is decisive
- is honest, loyal and behaves in a responsible and respectful way (sense of responsibility)
- suits his/her actions to his/her words (walk the talk)
- embodies the values of the PHOENIX mission statement