Operations Manager
Job Description

Company Background

The Encon Group is the UK's leading independent distributor of building materials with four specialist distribution divisions: Encon Insulation, Nevill Long Interior Systems, Encon Technical Solutions and Encon Construction Products.

Through our national branch network, we stock and supply an extensive choice of products from trusted manufacturer brands. These include thermal and acoustic insulation, external façade materials, interior systems and finishes, technical insulation, construction products and passive fire protection.

As the Distributor of Choice and Employer of Choice, we take pride in providing the highest level of service and support. Our workforce of approx. 500 people includes knowledgeable and experienced teams dedicated to adding value to customers at every stage of their project.

The Role

As the Operations Manager, you will be responsible for all transport and warehouse activities at the branch, supporting the Warehouse and Transport Managers to ensure that all operations are carried out efficiently and effectively.

You will be responsible for undertaking people management responsibilities for the team, providing leadership, coaching and development, all while monitoring and reviewing legislation related to health and safety, transport, the environment and ensuring all site activities operate within their parameters.

You will also be required to monitor and control operational costs - communicate budgets, KPI's and SLA's and ensure they are monitored and adhered to.

Key Relationships

Externally – Customers, Suppliers and Service providers

Internally – Branch Management, Branch employees, External Sales Teams and Head Office

Candidate Requirements

Behaviours

- Customer focussed.
- A team player.
- Strong 'can do' attitude.
- Flexible.
- Excellent communicator.
- Professional.
- Detail conscious.
- Results driven, Commercially Aware
- Proactive.

Skills:

- Experienced in people management. Strongly numerate.
- Literate, with written and verbal communication skills. Proficient with IT, particularly MS Office.
- Professional driving experience
- Experienced and compliant to the Operator Licence Legislation. Health and safety aware.

Key Responsibilities

Customer Service and Performance:

- Support the Transport and Warehouse Managers in controlling the day to day operations of the warehouse and the transport function.
- Ensure that sufficient resource coverage is available at all times and that future resourcing requirements are planned in advance e.g. vehicles MOT's coverage, staff coverage for annual leave etc.
- Identify where changes and improvements can be made to processes, systems and operations, encouraging suggestions from others and ensure that they are implemented.
- Ensure that open communication channels are established and maintained with Managers, staff, customers, suppliers and service providers.
- Help set strategy and objectives for the warehouse.
- Monitor and control operational costs - communicate budgets, KPI's and SLA's and ensure they are implemented and adhered to.
- Generate daily/weekly/monthly reports relating to costs, error rates etc.
- Lead, monitor and motivate employees.
- Carry out performance reviews in line with company procedure and create personal development plans for each member of the team.
- Conduct regular team meetings/briefings with supervisors.
- Identify employee performance issues, absence and disciplinary issues and manage in line with HR processes.
- Work with HR to recruit personnel.

Compliance:

- Ensure that all paperwork related to deliveries, health and safety etc. is completed in line with company procedures.
- Undertake responsibility for the maintenance and updating of all branch staff HSEQ training records and delivering appropriate inductions and training to all staff.
- Identifies and raises awareness of staff training needs.
- Adhere to legal criteria that relate to Health and Safety, Environmental and Transport Legislation e.g. Road Traffic Acts, ISO etc.
- Ensure that all operations are carried out in adherence to legislative requirements and company policies and procedures e.g. transport operations observe tachograph requirements etc.
- Responsible for local level Branch Maintenance (not already covered by HSEQ Compliance Department) and Security.
- Ensures that the team comply with legislation and company policies and procedures.
- Raises issues that may impinge on health and safety requirements and ensures that they are rectified immediately.
- Ensures knowledge is up to date on legislation related to the transport of goods.
- Ensures stock rotation is carried out and that shelf life stock is monitored and recorded in line with company procedures.
- Ensures that all Goods in and Goods out are checked for quality and condition and that company goods in and goods out procedures are followed.
- Ensure that a quarantine area for non-conforming product is maintained and a record kept in line with company procedures.
- Ensure appropriate segregation of waste streams to maximise recycling, in line with company procedures.

- Ensure a clean tidy and safe working environment is maintained.
- Ensure you are familiar with health and safety rules and regulations, and that your responsibilities as an employee, in respect of health and safety, are carried out in full.
- Investigates accidents and generates reports.
- Any other duty reasonably requested by management.

This list is not exhaustive and may be subject to local variation.

Standard Terms, Conditions and Benefits

Working Hours	45
Notice Period	3 Months
Restrictive Covenant	3 Months
Holiday Entitlement	23 Days
Encon Work Save Pension	Yes
Life Assurance Plan	Yes
Bonus Scheme	Yes

Encon's 'Total Rewards' Package

In addition to the above, our employees also benefit from the following as part of Encon's 'Total Rewards' package:

- Salary Sacrifice Pension Scheme (optional)
- Enhanced Life Assurance for employees enrolled on the Salary Sacrifice Pension Scheme
- Increased Pension Contributions after 5 years for employees on the Salary Sacrifice Scheme
- Increased holiday allowance based on length of service, to a maximum of 30 days leave per annum
- Long Service Awards
- Discounted rates on Private Health Care and Simply Health Cash Plans
- Eyecare Vouchers
- Total Rewards Discounts
- Encon Academy: training programmes through external training providers, in-house training and/or funding towards qualifications in areas of expertise.