

Job Description:
Logistics Manager

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| Function: | Operations. Corporate Services. Pharmaceuticals |
| Position:  | Logistics Manager |
| Job holder: | New role |
| Date (in job since): | N/A |
| Immediate manager (N+1 Job title and name): | Facilities Manager, Michelle Davies |
| Additional reporting line to: | UK South Region Lead, Adam Coppins |
| Position location: | High Wycombe, 50-100 Holmers Farm Way, High Wycombe HP12 4DP |
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| 1. Purpose of the Job –  |
| * Responsible for the management and delivery of all tasks within the Post Room and Staff Shop to the agreed specification and to the agreed performance, qualitative and financial targets
* This is a functional management role which requires the job holder to fulfil key tasks and achieve minimum standards of performance through communication with and the persuasion of, on site teams, direct line management and central support functions
* Manage the Goods-In, Staff shop and the Waste storage area
* The management and responsibility for all H&S requirements, compliance documentation, sites logistics standards, contract KPIs, staff PDRs and training
* Responsible for the Right Time Kronos time management system for the Post Room and Staff Shop teams
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| 2. Dimensions –  |
| Revenue FY21: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Excellent manner, well presented excellence in customer service
* Effective management of results for all reporting areas
* Responsible for spend in line with the baseline budget (The bag) for the Post Room & Staff Shop Services, parameters set based on financial year
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Draft. Version: 27-03-2014

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| 3. Organisation chart –  |
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| **4. Context and main issues** –  |
| * Maintain control of the Staff Shop, Post Room and Loading Bay area i.e. cleanliness, report maintenance issues, monthly minor tours in waste and goods-in area
* Help guide and control all Post Room and Staff Shop duties
* Be responsible for all equipment in Post Room, Staff Shop and Loading Bay area.
* Be responsible for all H&S requirements for the Staff Shop and Post Room teams, i.e. risk assessments, safety walks, near miss reporting etc
* Day-to-day running of the Post Room and Staff Shop administration including;
* Mail sorting and distribution; same day and overnight courier services and any other post services; collection of post and couriered items from relevant areas; stationary supply handling, storing and delivering as required
* Staff Shop levels of stock, cleanliness
* Management of general building paper and printer hubs
* Full understanding of the scope of the Post Room, Staff Shop and the wider FM provision
* Ensure the preparation and management of the Staff Shop and Post Room, ensuring that all shifts are covered in line with business objectives
* Deliver a consistent high level of customer service to all building users
* Dealing directly with facility users and resolving any issues efficiently
* Assisting and being part of the efficient operation of an IFM team by providing internal cover in other departments, taking initiative in colleagues absence from work area and covering when required
* Complete all records as directed accurately and in timely manner
* Report all complaints and compliments to line manager, acting where practicable. Management of Health and Safety requirements for Post Room and Loading Bay
* Training Matrix compliance for all reports, including competency audits
* Management of absence and holiday to expected levels in conjunction with Right Time software
* Completing PDRs for all staff in the Staff Shop & Post Room team and setting SMART objectives
* Management of all staff recruitment needs for the teams
* Comply with all Sodexo & Client policies, site rules and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your workplace and training of staff
* Ensure that all equipment used, is in safe working order, maintained and assessed when required
* Equipment checklists are in place and audited on a regular basis. Report any faults to management/client and ensure faults are rectified and equipment is not used until safe
* Ensure the standards across the site are in accordance with the Service Level Agreements and Key Performance Indicators specified in the Client service contract
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| 5. Main assignments –  |
| * Enhance the Mail Room and services experience at Site, undertake the efficient receipt, delivery, collection and dispatch of all postal activities. To include post, couriers, event items and all other forms of dispatch and receipt
* Ensure all staff are trained and the department Compliance Tracker is completed
* Ensure all Customers receive an outstanding service and experience
* To proactivity look to recommend improvements to your work processes by providing suggestions and solutions
* Full understanding of the scope of the Business support and the wider FM provision
* Be responsible for constant and effective staffing levels in the Post room & Staff Shop
* Oversee operation of equipment such as franking machine, authorised to use X-ray machine, Wrapping and printing machine
* Maintain inventory and order postal supplies and products as assigned
* Company compliance by achieving a green Safeguard audit
* Deliver a consistent level of service, within the Company's standards, to the contract specification and agreed performance, qualitative and financial targets
* Work to and comply with all KPIs
* All tasks completed within service levels
* Comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSH
* Drive innovation and continuous improvement of people, systems, processes and services.
* To attend meetings, including reviews and training courses as required
* To present a smart and professional image at all times
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| 6. Accountabilities –  |
| * Be able to provide full reports when required
* Fully accountable for all post room consumables
* Act as site Radiological Protection Supervisor
* Be accountable for all Post Room procedures and processes
* Ensure that all costs and expenditure are within the budgeted levels agreed between the Client and Sodexo
* Management and Supervision of post room team to ensure KPIs and SLAs agreed between the Client and Sodexo are met
* Action customer compliments by praising staff and resolve complaints satisfactorily, referring to your line manager where necessary
* Manage relationships with the client through regular contact and communication
* Carry out regular Safety Inspections
* Carry out Weekly Team Huddles and deliver required Great training
* Ensure staff obey site rules and maintain smart, professional appearance and team spirit
* To proactively manage quality of life services and introduce innovations in line with market trends and Sodexo initiatives
* Plan and control holidays within the operation to 'self-cover' where practicable
* Comply with any reasonable instruction from your line manager within the agreed deadline

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Essential*** Mail room and logistics experience
* Excellent customer service principles and practices
* General security & H&S awareness and knowledge
* IOSH Management Safety Training
* Professional personal presentation
* I.T. literate - ability to use the Microsoft Office suite
* Excellent communication skills both verbal and written
* Ability to contribute to the team
* Ability to use your own initiative
* Attention to Detail
* Customer Focused Approach
* Experience of working in multi-tasking environment

**Desirable*** Radiation Protection Training
* Experience using a DHL booking system
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Brand Notoriety
 | * Innovation and Change
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| * Employment Engagement
 | * Learning & Development
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| 9. Management Approval – To be completed by document owner |
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| Version | 3 | Date | 23/03/2021 |
| Document Owner | David Woodhouse |

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| 10. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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