



## **Job description – Nights Operations Manager**

### **Contract: Full Time**

#### **Why Freshview?**

If there's one word that encapsulates the ethos of Freshview Foods, it's 'excellence'. This applies to the quality of the produce we deliver as well as the levels of service we offer to our customers.

At Freshview Foods, we understand that commercial success is driven by talented employees and loyal customers. Just like our dedicated team members, who constantly go the extra mile to ensure our company's high standards are maintained and exceeded, Freshview is committed to ensuring our people feel safe, valued and engaged.

#### **What you'll be doing**

In your role as Outbound Operations Manager, you will lead and strategically develop the performance of the Nights Warehouse Operation. You will have overall responsibility for the nights order picking and loading teams, inbound night deliveries and will support the transport management team to make routing changes as required, all to the agreed budget and service levels.

You will ensure that the night's operation is performed safely and complies with all BRC and Health and Safety regulations.

You will confidently lead the Nights Warehouse Operation through a period of change and will be required to project manage and implement new procedures and processes to make our operation more efficient and improve our service levels.

Using your excellent communication skills, you will have the responsibility to ensure that your team meets the agreed picking and dispatch schedules. You will do this by motivating, coaching and monitoring your team performance throughout the shift to ensure that all company objectives are met, and specific customer requirements meet the highest standards.

*This is a full-time contract, 40 hours, 4 shifts per week, including weekends and Bank Holidays. Based at: Freshview Foods Ltd, Unit 2 Lowfield Drive, Wolstanton, ST5 0UU. Start and finish times vary but is usually 7.30pm, until 6am - flexibility is required*



# Your responsibilities

## Nights Warehouse Operations

- Ensure that all operations and working environment is maintained to the highest safety standards possible and encourages the engagement of all colleagues in all aspects of health & safety practices.
- Responsible for ensuring that all direct reports are undertaking their responsibilities in line with their job descriptions and objectives.
- To oversee and where applicable ensure that *Service Excellence* is maintained and continuously improved in the order completion and delivery operation.
- To ensure that rota's are accurately updated and maintained in line with current and future business needs.
- In conjunction with the management team strive to encourage a culture to support Ambition by driving improvements to Accuracy and Productivity.
- Ensure the management team take appropriate corrective action (and support as necessary) is taken to help employee performance where necessary.
- To ensure that the "High Care" process is robustly adhered to, carefully monitored and improved upon wherever possible.
- To effectively brief the management team to ensure daily tasks, quality issues, customer requirements are understood.
- Ensure that the vehicle loading operation is undertaken safely in readiness for relevant driver start times and all loading documents are completed in line with business procedures and to routinely review the process with the team to identify opportunities to improve both from an efficiency and safety perspective.
- Oversee the safe unloading, checking and put away of any Nights Inbound deliveries and liaise with Buying team on planning and efficiency of the operation including where stock has been required for the pick.
- Lead role in the implementation of all new business and procedures, communicating with all relevant departments throughout the process to ensure a smooth integration into the business.
- To lead as applicable the development and deployment of systems to maximise the production output and efficiency of the operation.
- To communicate effectively with all other departments, with a particularly close interaction with Days, Nights Admin and Transport
- Lead role in ensuring that People Management processes are effectively adhered to including: PDPs/121s, Absence Management and Disciplinary Process.
- Ensure that the Recruitment process is complied with and that any ATR is supported with appropriate justification, interview planning and onboarding.
- Lead role in ensuring that all Training and Development is structured, effective and measured.
- Ensure that Senior Management are kept updated on any opportunities or threats that could impact the business.
- Ensure that all applicable legislation (H&S, Hygiene, BRC, etc.) for a modern food business are in place and adhered to by all and that any violations are reported to the business.

## Transport

- In conjunction with the Transport Manager ensure a robust process is in place to update the planning, administration and loading for run changes that have been necessary following the primary routing plan undertaken by the Transport Management team.
- Ensure that the Nights management team are supervising Early (i.e. Southern runs) drivers and communicating any specific delivery instructions as appropriate and loading and despatch operations.



- Lead and drive a culture in line with *Service Excellence* that Transport is a key 'customer' whereby the accurate, timely (to agreed despatch schedule) and efficient loading is a key focus for the Nights team.

## Skills & experience

- Experience leading a large team through a period of change.
- Excellent IT Skills.
- Health and Safety or Food Safety Qualifications would be advantageous.
- Examples of successful project management.
- Experience managing departmental budgets.
- Outstanding communication skills with the ability to motivate and support a large team.
- Experience working to and achieving targets and business objectives.

## Personal qualities

- Ambitious - to always provide our customer with an excellent service.
- Commitment - to continually improve the nights warehouse operation.
- To show respect to our colleagues, customers and the community.
- A willingness to go the extra mile.





# WHAT'S IN IT FOR YOU?

28 days holiday pro rata (including bank holidays),  
plus extra holidays for long service (up to 5 days)

Employee discount on our  
produce

Enhanced maternity/paternity package

Company events

Cycle to work scheme  
(we'll cover the cost initially so you  
can get your bike tax-free)

Life Insurance cover\*

A generous thank-you bonus if you 'recommend a friend'  
to work with us too. Lots of people work alongside their  
loved ones at Freshview

Training and development opportunities open  
to all.

Birthday card on your birthday

Free Health Insurance\*

Wellbeing resources, including Mental Health First Aiders  
and access to free health and wellbeing services such as  
counselling and physiotherapy. Your wellbeing is a top  
Priority

Christmas food hamper

Free fruit at work

\*With 12 months service