



Job Title:	Depot Manager (North Wales)
Department:	Management
Base Location:	Conwy
Hours:	45 hours per week
Relationships:	Management team, supplier, customers
Responsible to:	Commercial Manager
Responsible for:	All Depot staff and Account Manager

Established in 1938, Cotteswold Dairy is one of the UK's leading independent, family-owned dairies. We support local farmers and communities by delivering the freshest, finest quality products and first class customer service.

Team Cotteswold:

At Cotteswold Dairy we recognise that we will achieve far greater success working as a team, with empathetic people management and valuing each other, our staff and our customers.

The aim of 'Team Cotteswold' is to give a disciplined and determined effort to value everyone and everything and as a consequence make the Company the first preference for employees and customers alike over the long term.

The Team Cotteswold Purpose:

Being at the heart of a responsible and sustainable dairy community

Overview:

Responsible for all aspects of the North Wales Depot operations, through effective people management, development, site leadership and delivering excellent customer service within the operational budget. Ensuring that the Company's values and standards are achieved through the development of an open, interactive and communicative culture.

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Main Duties & Responsibilities:

- Ensure all legislative and regulatory requirements are met with emphasis in food safety, compliance of tachograph, drivers' hours, maintenance schedules and records for Fleet and MHE
- Provide a safe working environment for all employees, seeking opportunities to raise the profile of health, safety and environment in North Wales and working collaboratively with the Health and Safety Officer
- Sustained focus of delivering controlled profitable growth, managing budgets and costs in terms of KPIs and the achievement of targets
- Provide leading customer service levels, identifying critical success factors and defined routes to market driving strategic sales
- Participate in the commercial process including defining the service, development of products, offers, promotions and negotiating contracts and building close working relationships with customers
- Participating in the development of Standard Operating Procedures (SOPs)
- Managing all cash handling and payment processes
- Managing the stock/product ordering process including stocktaking, auditing and discrepancy analysis and investigation
- Applying LEAN Management to all processes and procedures to increase efficiency and eradicate waste
- Set clear goals and targets for direct reports through the personal development process, recognise good performance and professionally manage poor performance
- Regularly review and define the capability and succession planning required in the team and generate career progression opportunities for individuals who have the potential to develop
- Satisfactorily resolve escalated customer complaints
- Maximise all potential opportunities and queries .minimising all potential risks
- Drive operational efficiencies and business growth
- Work closely with other business stakeholders to drive the business strategy
- Take a focussed approach to food safety and regulatory compliance
- Attend regular management meetings at Head Office, Tewkesbury and other venues as per Directors' requirements
- Any other duties as required by the Directors

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Skills (Essential):

- Confident and articulate, commanding respect through knowledge experience and personal style
- A passion for service and strong customer focus
- A coaching and supportive leadership style, with the ability to motivate and engage staff to drive performance to achieve objectives
- Knowledge of appropriate legislation including H&S
- Ability to lead by example
- Experience of budget management and achieving cost and service targets
- Possessing a positive attitude with high levels of commitment, motivation and flexibility
- Taking a “hands-on” approach when business needs require
- Excellent time keeping skills
- Ability to thrive under pressure whilst managing multiple priorities and working to critical deadlines and objectives
- High levels of accuracy, precision and detail
- Strong organisational and communication skills
- Good level of numeracy, verbal and written skills educated to a minimum of A' Level standard or equivalent

Skills (Desirable):

- Driving Licence up to Class C
- Management Qualification
- Evidence of demonstrable relevant knowledge of Human Resources (HR) and man-management processes

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