



Depot Manager (Hereford) (HEH2030)

Full Time, Permanent Role

Competitive Salary

Based: Hereford

Established in 1938, Cotteswold Dairy has a successful history spanning over 80 years and is now the largest independent family owned Dairy in the UK.

An exciting opportunity has arisen for an inspirational Depot Manager to oversee the day to day operations of a new Depot in Hereford.

You should have a natural quality to lead and motivate teams, be target and results orientated and be customer service focused, with a commercial attitude. You must have a flexible approach and be able to compile and work to budgets whilst prioritising a heavy workload.

You are likely to have had a proven and successful track record as a Depot Manager in a busy environment, with experience working in the dairy or similar food production sector, and hold strong knowledge of health and safety and safe working practices.

With the ability to work flexibly, you will have a positive attitude, along with an eye for detail and strong communication skills.

We are committed to giving you the skills and abilities to carry out your role, providing opportunities to allow you to build a long term relationship with the Company. In addition, we offer the following benefits:

- Competitive salary
- 30 days holiday inclusive of Bank Holidays
- Group Personal Pension Scheme – 6.5% Employer contribution
- Online employee benefits platform
- Cycle to Work Scheme
- Refer a Friend Scheme – potentially receive £250
- Employee shop – discounted products and potential free delivery
- Free car parking

For an informal discussion about the role, please contact Clare Rimell, Human Resources Manager on 01684 298959. **To apply please send your CV or download an application form from the Careers Page of the Company website (www.cotteswold-dairy.co.uk) and send with a covering letter to hr@cotteswold-dairy.co.uk.**

Closing Date: Thursday, 27th August 2020 at 5pm

We reserve the right to close this vacancy early if a suitable candidate is found.

On receipt of your application, we will collect your name, contact details and other relevant information for recruitment purposes. The information you provide will help us determine your suitability for any vacancy we have. We understand how sensitive this information is which is why we are committed to safeguarding any data we collect.

No Agencies please, if you are an agency please respect our policy of no cold calling



Job Title	Depot Manager - Hereford
Department:	Management
Hours:	48 hours per week
Relationships:	Management Team, Suppliers, Customers
Responsible to:	Managing Director
Responsible for:	All Depot staff and Account Manager

JOB DESCRIPTION

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 Vision:

By 2025, to be the leading environmental family dairy. The Depot Manager (Hereford) is key in supporting this vision.

Overview:

Responsible for all aspects of the Hereford Depot operations, through effective people management, development, site leadership and delivering excellent customer service within the operational budget.

Key Accountabilities

1. Ensure that the Company's values and standards are achieved through the development of an open, interactive and communicative culture.
2. 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.
3. Provide a safe working environment for all employees, seeking opportunities to raise the profile of health, safety and environment in Hereford, working collaboratively with the Health and Safety Officer.
4. Sustained focus of delivering controlled profitable growth, managing budgets and costs in terms of KPIs and the achievement of targets.
5. Provide leading customer service levels, identifying critical success factors and defined routes to market driving strategic sales.

Main Duties & Responsibilities:

- 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;
- Working closely with the HR Manager, be responsible for the recruitment, induction, development, and appraisal of all Depot staff;
- 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;
- To have a thorough understanding of all roles within the Depot;
- Attend regular management meetings at Head Office, Tewkesbury and other venues as per Directors' requirements;
- Any other duties as required by the Directors.

Essential Requirements:

- 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;
- Confident and articulate, commanding respect through knowledge experience and personal style;
- Knowledge of appropriate legislation;
- Health and safety knowledge;
- 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.

Cotteswold Dairy



Desirable Requirements:

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