

Job Description

Post Title: Distribution Manager

Contract: Full Time/Permanent

Reporting to: Company Owner

Location: London, c£45k basic + OTE

Location: Blackburn, c£40k basic+OTE

Responsible for the following personnel: [ALL Distribution Company staff TBA]

A. The key functions and accountabilities of the job role

1. The overall function of the distribution manager role is to plan, set up and run an effective, efficient and economical door to door distribution company from scratch.
2. The first priority will be to draft a comprehensive 2 year Distribution Plan [2018 - 2019], to include:
 - i] A staff structure; ii] Distribution recruitment plan with estimated costings iii] the key distribution goals and targets for 2018 –2019 etc., to reflect the following:
3. **Year 1 Priorities** – 90% of effort dedicated to establishing a fully functioning distribution company. The remaining 10% of time focused on identifying potential leaflet distribution contract opportunities for potential development in year 2.

Accountable for the following priority outcomes:

- a) The development of a company business plan and company structure
- b) Recruitment of a target of approx. 200 distributors and appropriate supervisory/support staff
- c) Distribution teams achieving a target of 28 million door to door drops per annum
- d) A model recruitment plan in place for hiring distribution staff
- e) Teams meeting distribution needs, delivering a customer centred service that meets quality and operational standards
- f) All the essential procedures, processes and systems in place to effectively manage the distribution company
- g) Team targets /KPI /measures for year 1 in place, auditable and on course
- h) Review of business plan and P&L account and Recruitment budget - for year 1

4. **Year 2 priorities** - Will be identified and developed based on Year 1 assessment results.

- a) A tentative target, for Year 2 is a split of 75% recruitment and 25% distribution contract development - to reflect development of potential distribution contract plans.

B. Job Role – Principal Responsibilities:

Using a combination of your industry experience and strategic/commercial knowledge, the post holder will be responsible for all aspects of successfully leading and effectively, efficiently and economically managing a distribution company:

1. Building a responsive approach to distribution demands – logistics, deadlines - achieving agreed targets.
2. Planning staffing and distribution capacity, to meet demand, keeping up to date with staffing and contract opportunities for expansion purposes.
3. Using a range of effective and creative methods to attract and recruit good calibre, reliable mature staff* [UK based] with good English language skills **Full time and possibly part- time workers - retired people, walkers, parents with young children etc*
4. Ensuring all training plans and arrangements are carried out systematically and are monitored – all staff must be trained on company and customer service standards.
5. Managing Distribution teams - Building a strong team-working culture/ethos and team commitment, utilising benefits from potential additional leaflet delivery contracts earnings
6. Setting up processes and procedures essential to mitigating risks, such as dumping stock; Eg. Whistle blowing policy, reward schemes
7. Securing and maintaining customer contracts, negotiating and delivering on agreements, while maintaining excellent customer service and team working relations
8. Using knowledge and understanding of distribution contract processes, along with different concepts and measures, including leaflet contracting to build a fully functioning successful distribution business

C. Key Duties

With support of supervisors the post holder will be accountable for the following:

- a) A clear, effective planned approach to managing distribution capacity, taking into account staffing issues/H&S/risk assessments and contingency plans
- b) Organising distribution shifts to: i] appeal to a wide range of personnel; ii] to prevent burn out and bag dumping; iii] Keeping up to date with team ideas re staffing and contract opportunities.
- c) Ensuring effective staff cover during working hours and across all seasons and over holiday periods.
- d) Reviewing processes and procedures essential in relation to hiring staff and mitigating risks such as dumping stock
- e) Effectively managing and monitoring all contracts, maintaining excellent customer service/relations.
- f) Researching, sourcing and planning all aspects of distribution in line with company policy

- g) Hiring distribution and other company personnel
- h) Ensuring plans and processes are monitored so that we are consistently providing quality customer focused services
- i) Maintaining contract and other essential documents in a systematic and auditable fashion.
- j) Preparing bids for possible distribution contract work
- k) Planning and overseeing logistics / to ensure delays avoided key deadlines are met
- l) From time to time carrying out presentations as required
- m) Presenting progress reports as appropriate
- n) Ensuring essential information is stored on databases [covering a range of key information Eg. from P&L accounts to staff recruitment and training records].
- o) Providing data/analysis/ assessment/ reports on: Targets and results, Market and contract opportunities, Negotiating terms and Managing client accounts, Managing P&L accounts

D. Key Working Requirements and Personal Competencies

- 1. Required to undertake occasional travel for work within the UK/Europe.
- 2. Due to the nature of the work, willingness to occasionally work outside of a 9 – 5 working day and at weekends.
- 3. Required to attend training and learning and development activities and other work related events as necessary.
- 4. A current driving licence with no bans
- 5. As an ambassador and company representative, you will be required to act professionally, responsibly and with integrity and discretion at all times

The post holder will be expected to undertake their duties demonstrating the following **Competencies:**

- 1. To demonstrate commitment to the company goals
- 2. Effective communication and positive influencing skills
- 3. A customer-focused attitude
- 4. An openness to change
- 5. An appreciation of equality at work
- 6. Leadership - as appropriate to the job roles and responsibilities
- 7. A spirit of team working with colleagues across the company
- 8. Working efficiently and effectively – and as a professional at all times

Please note

This is a description of the duties and responsibilities of the job at date of publication. The duties may change over time as requirements and circumstances change. The post holder may have to carry out other duties as may be necessary from time to time.