

## Person Specification

**Post Title:** Distribution Manager [DM]

**Contract:** Full time permanent

**Location:** London or Blackburn

This is a newly created post, the overall function is to set up, lead and manage an efficient, economical, fully functioning door to door distribution company from scratch.

The success of this post will rely on the post holder's knowledge, skills and experience of:

- A. Door to door letterbox leaflet distribution processes and business management
- B. Recruiting, training motivating distribution staff
- c. Building a team working and customer focused culture

This document sets out the essential, criteria you will need to carry out the job effectively. Your application form, interview and the final appointment decision will be based on how well you match these criteria. Please bear this in mind when preparing to apply for the job.

**Assessment from:** **A** - Application form **I** – At Interview **P** – Presentation at interview

1. Education/Qualifications/Training:	A	I	P
<p>Please include any qualifications or training, you have undertaken that would be relevant to this job. For example:</p> <ul style="list-style-type: none"> <li>• Training in staff recruitment and training - Employment/Recruitment /Legislation etc</li> <li>• Operational management /Business administration</li> <li>• IT – packages relevant to this role</li> <li>• Training on Logistical Operations and Management</li> <li>• Any training on Customer Relations/Quality/</li> </ul> <p>Please address a-d in your application form</p> <ul style="list-style-type: none"> <li>a. At least 2 years door to door distribution management experience [distribution process experience end to end] or similar.</li> <li>b. At least 2 years door to door leaflet distribution experience, specifically staff recruitment team management/supervision] or similar</li> <li>c. Track record of employing a reliable distribution staff workforce</li> <li>d. A track record of successfully achieving agreed target results</li> </ul> <p style="color: red; font-weight: bold;">WE CANNOT ACCEPT CV'S - WHEN APPLYING PLEASE USE OUR COMPANY APPLICATION FORM</p>	All	All	
2. Key Skills, Knowledge and Experience	A	I	P
<p><b>A. Personal Management</b> - Able to:</p> <ul style="list-style-type: none"> <li>1. Effectively plan and prioritise - manage own work goals and plans manage time and meet agreed targets and deadlines</li> <li>2. Provide positive team leadership and management</li> <li>3. Establish and implement business plans to meet current/future requirements and continually improve cost /quality of service</li> <li>4. Monitor /analyse costs, KPI and other data, and make appropriate adjustments to achieve performance targets and identify improvement opportunities.</li> </ul> <p><b>B. Day to day working</b> - Able to:</p> <ul style="list-style-type: none"> <li>1. Anticipate, troubleshoot/seek out viable solutions plan contingency</li> <li>2. Organise staff (e.g. Routes, Holidays, hours] ensuring adequate staffing levels are maintained and distribution runs smoothly</li> </ul>	All	All	A1 A2 A3 A4 A5
	All	All	

<ul style="list-style-type: none"> <li>3. Deal with queries/complaints in a professional and systematic manner</li> <li>4. Record and report any significant issues that may impact on the business</li> <li>5. Liaise with potential suppliers ensuring high quality/ low risk contingency</li> <li>6. Provide excellent management and supervision skills</li> </ul>		All	B4
<b>3. Recruitment - Experience, Skills and Knowledge – able to:</b>			
<ul style="list-style-type: none"> <li>1. Develop a range of creative and cost effective, recruitment plans to recruit right calibre and numbers of staff to meet capacity</li> <li>2. Conduct end to end recruitment [from advert to selection and appointment]</li> <li>3. Ensure pre-employment checks /Verify references/ conduct background checks/work permits etc</li> <li>4. Ensure regular updates are provided on targets</li> <li>5. Ensure recruitment and training data base systems are set up and maintained</li> <li>6. Use information gathered to enhance, develop, and improvement company plans</li> </ul>			3.1
<b>4. Training experience, skills and knowledge – able to</b>			
<ul style="list-style-type: none"> <li>1. Develop a corporate approach to customer focused standards across distribution teams</li> <li>2. Ensure practical training programmes are in place to support team work/raise staff understanding of benefits of complying with company standards implications for non-compliance.</li> <li>3. Ensure recruitment and training data base systems [research and monitoring systems] are set up and maintained</li> </ul>			4.1
			4.2
<b>5. Team Management and People Skills - able to:</b>			
	A	I	P
<ul style="list-style-type: none"> <li>1. Uses positive influencing and motivational skills</li> <li>2. Focus on developing team understanding, ownership for implementing service standards</li> <li>3. Manage issues problems in a timely way with a focus on identifying causes and solutions</li> <li>4. Take appropriate steps to manage performance problems to a fair satisfactory resolution</li> <li>5. Demonstrate the importance of procedures and work standards as appropriate on a day to day basis at all levels</li> <li>6. Encourage team working and team involvement to build motivation and interest – and a culture within teams that challenges/ negative behaviours and breaches of standards</li> </ul>		All	5.1
			5.4
<b>6. Communication Skills - Able to:</b>			
	A	I	T
<ul style="list-style-type: none"> <li>1. Communicate clearly and logically in a range of situations with a variety of people [internal and external to the company]</li> <li>2. Write a range of clear relevant material/documents of practical use to the reader</li> <li>3. Confident &amp; assertive in carrying out the roles required and when working with others – is focused, friendly, personable</li> <li>4. Clear presentation in all forms Eg. Including Power Point or similar packages for training purposes.</li> <li>5. Negotiate contract terms with a range of stakeholders including potential clients</li> <li>6. As a company representative – understands the importance of appropriate tone language and personal behaviour in all communication.</li> <li>7. Calm and professional when working in challenging situations</li> <li>8. Strong interpersonal skills and a collaborative work style, maintains confidentiality and works with integrity.</li> </ul>		All	6.1
			6.3
			6.4
			6.6
			6.7
			6.8
<b>7. IT/ICT Key requirements and experience - Proficient in:</b>			
	A	I	T
<ul style="list-style-type: none"> <li>1. Writing documents - keyboard skills</li> </ul>	All	All	7.2

2. Using systems packages such as Microsoft Word, Outlook, Excel and PowerPoint or similar, to develop and carry out the tasks and functions of this role			7.3
3. Recording and maintaining information – on database/spreadsheets etc [able to interrogate, analyse information and report on findings Eg patterns and trends].			7.4
4. Research Eg. Advertising agencies/methods of recruiting			
5. Using findings to adjust and propose new methods of recruitment and team training			
<b>8. Finance Key requirements and experience - Able to:</b>	<b>A</b>	<b>I</b>	<b>T</b>
1. Manage company P&L account/budget Reconciles budgets, as required	All	All	8.2
2. Provide estimates of cost when planning initiatives			8.3
3. Conduct risk assessments in order to mitigate problems and plan contingencies			8.5
4. Take into account cost of inefficiencies, able to factor these into plans			
5. Identify and introduce ways to reduce cost and optimise performance			
<b>9. Health &amp; Safety and Legal obligations:</b>			
1. Understands and ensures H&S regs. and procedures are in place, ensures compliance			9.1
2. Ensures a legally compliant environment is in operation at all times.			
3. Checks and acts on issues identified, reports and rectifies problems.			
<b>10. Competencies, Accountabilities &amp; Attitudes:</b>	<b>A</b>	<b>I</b>	<b>T</b>
The post holder will be expected to undertake their duties demonstrating: ~ Commitment to the company goals/vision ~ Leadership - as appropriate to the job role/responsibilities ~ And maintaining confidentiality and discretion ~ An openness to change ~ A customer-focused attitude ~ An appreciation of equality at work ~ A spirit of team working ~ Professionalism at all times	All	All	
<b>Please note:</b> 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.			