

## Job Description

<b>Job Title:</b>	Traffic Office Supervisor
<b>Reports to:</b>	Operations Manager
<b>Location:</b>	Longtown
<b>Job Purpose</b>	
<p>To work within the traffic team responsible for ensuring all deliveries and collections are made from the Longtown depot each day, collate and confirm all agreed KPI's are met daily. With focus throughout day on timed / priority deliveries and collections. Requirement to liaise and oversee the traffic team to ensure customers/members are provided timely updates and a smooth operation is delivered and to update the Operations manager where applicable. To cover for Operations Managers holidays / absence.</p>	
<b>Key Responsibilities</b>	
<ul style="list-style-type: none"> <li>• To ensure all deliveries and collections are made from the Longtown depot each day and agreed KPI's are met.</li> <li>• To ensure attention and focus throughout day is on timed/priority deliveries and collections.</li> <li>• Liaise with drivers regularly throughout day throughout day, including brief and de-briefing of drivers when required.</li> <li>• Ensure approach and procedures are followed in line with company processes.</li> <li>• Ensure relevant traffic systems are kept up to date throughout day.</li> <li>• Collaboratively work with and liaise with warehouse and customer services colleagues throughout day.</li> <li>• Collate and organise all holiday/working rotas (drivers/warehouse/office)</li> <li>• Provide regular situation reports and updates to relevant personnel in traffic team as required.</li> <li>• Work collaboratively with other WMA departments, Palletforce Members and Network.</li> <li>• Ensure all daily KPI reports are collated and completed.</li> <li>• Manage all absence data and RTW interviews.</li> <li>• Manage vehicle and personal accident reporting.</li> <li>• Manage all WTD/tachograph compliance.</li> <li>• Manage colleague Academy training compliance.</li> <li>• Stand in cover for Operations Managers holidays/absence.</li> </ul>	
<b>Core Responsibilities (applicable to all employees)</b>	
<ul style="list-style-type: none"> <li>• To promote best practice in maintaining high levels of Customer Service</li> <li>• You must comply with all health and safety rules and regulations regarding the health and safety of yourself and others who may be affected by your acts or omissions.</li> <li>• Collate &amp; manager any health and safety issues including accidents to self.</li> <li>• Manage absences from reporting through to RTW and absence management.</li> <li>• You must comply with all relevant legislation.</li> <li>• Undertake such other duties that are required from time to time commensurate with this position.</li> <li>• Promote Wm. Armstrong in line with current company values, beliefs and branding.</li> <li>• Work closely with Operations Manager</li> </ul>	
<b>Direct Reports</b>	
<ul style="list-style-type: none"> <li>• Supervising of Traffic office employees</li> </ul>	

### Internal and External Relationships

- Drivers
- Warehouse Colleagues
- Operations Manager
- Subcontractors
- Customers
- Palletforce Operations Director

### Experience/Knowledge/Skills

- Previous experience of working in a fast-paced transport environment
- Previous experience of working within a transport office
- Knowledge of Cumbria / D&G areas desirable
- Previous transport / pallet network experience desirable.
- Ability to multitask and have a flexible approach to work
- Ability to work as part of a wider team
- Have excellent attention to detail
- Excellent communication skills
- Professional telephone manner
- Professional approach to customer care and relationships
- Must be proficient in using Microsoft packages (Excel, Word, Outlook)

**NB:** Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties. Work location is subject to discussion with immediate line manager and the requirements of the business.