# Background pattern  Description automatically generated with low confidenceRole Profile

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| Job title | Operations Manager |
| Reports to: | General Manager |
| Grade: | B8 |
| Location: | <insert branch location> |

## Role Overview

To manage all branch functions, ensuring service and performance levels are achieved within defined financial and operational objectives. Expected to lead branch plans and initiatives by effectively managing the warehouse operation through direct reports on all shift patterns. The role will require the individual to be people focused, through regular communications and performance reviews with direct reports and warehouse staff where appropriate. The role will be expected to deputies for the General Manager in his/her absence and be a key presence and point of authority in the branch management team.

## Accountabilities

**Operational**

* Ensuring that the branch implements effective and efficient management of all operating systems and procedures in line with the Company's guidelines.
* Ensuring that all branch processes are current Good Distribution Practice compliant and buildings and equipment are maintained
* to maximise their value and comply with current legal requirements
* Ensuring that all Company Health & Safety procedures, security procedures and transport

regulations are fully implemented and adhered to at all times.

* Ensuring the efficient monitoring and control of all Branch inventories include: local purchasing, disposal, inter-branch transfers, stock levels and the investigation and reconciliation of all stock variances in line with Company guidelines, maintaining effective liaison with the Regional Inventory Manager and central Supply and Inventory team.
* Support the delivery of customer excellence through the Call Centres (where applicable)
* To effectively lead branch distribution to meet our customer needs through providing a reliable and punctual delivery service by trained and professional drivers for both AAH and Lloyds home delivery areas.
* Responsible for planning and managing designated resource to undertake the day-to-day work responsibilities to achieve service levels and key Branch performance within employment costs.
* Monitor and manage overall budget/costs to agree budget/expenditure objectives
* Oversee and measure absence levels within the warehouse, following company guidelines and procedures when dealing with issues by self and/or direct reports to be
* Lead continuous improvements within the warehouse, e.g. product allocation, resource management.
* Delivery of improvements in line with branch plans. Development and/or implementation of ISO standards.



* Ensure team/company communications are undertaken across the whole branch; delegating team briefs and project groups to encourage involvement and commitment positively throughout operation. Interface with vision champion to develop and assist in leading vision and values initiatives, e.g. regular team briefs.
* Where required, to undertake the General Managers role in the instance of planned/unplanned absence.

**Customer**

* Maintaining effective liaison with the Company's Sales, Hospital Service and Marketing teams to ensure the maximum recruitment of new customers and the development of the existing customers in line with the Company's strategic objectives and targets
* Manage and participate in the branch ‘on call' rota if applicable to ensure continuity of essential supply chain service out of normal branch hours.

**People**

* Lead and engage all colleagues within the branch and role model excellent iCARE and leadership behaviours
* Oversee the recruitment, training and development of all colleagues employed at the branch, maintaining appropriate liaison with the Human Resources Central teams
* Accountable for all training record compliance on site
* Support both local and companywide communication programmes to effectively engage all colleagues within branch
* Lead continual development for all colleagues
* Manage and monitor recruitment and selection for warehouse staff, evaluating candidates against appropriate criteria and consistent review of labour turnover
* Undertake disciplinary and grievance procedures following company guidelines.

**Regulatory**

* Ensure that the branch's operations comply with the statutory requirements of all regulatory bodies. This will involve the implementation of best practice methodology and adherence to the company's Branch Operating Procedures written in line with current Good Distribution Practice and Medicines & Healthcare products Regulatory Agency (MHRA) guidelines.
* Ensure your team are aware of and adhere to and remain compliant with Good Distribution Practices.
* Support in ensuring Home Office regulations in line with the Misuse of Drugs regulations are adhered to all times so as not to compromise Controlled Drugs licences
* Ensure that the site temperature control for the storage and transportation of pharmaceutical products in line with manufacturer recommendations
* Manage warehouse team development, ensuring all new starters are inducted and trained to complete the requirements of their role.

## Experience and Qualifications

**Essential**

* Leadership experience, in particular managing through others
* Warehouse systems, functions and audit trails
* Experience in working in an environment where there are standard operating procedures
* Transport experience
* Inventory management experience
* Experience of managing grievance, disciplinary, performance and absence procedures
* Experience of leading health and safety
* Experience of change through people
* Experience of lean six sigma cultures
* Experience of analysing data
* PC skills – Word/Excel – required for management reporting
* Driving license – requirement for call out rota participation and ability to be flexible in hours of work and assist at other locations as necessary
* Financial awareness – understanding branch budgets and implications on running the warehouse
* Organisation skills – ability to plan and prioritise, manage own time
* People management and leadership – ability to motivate and communicate effectively. Ability to cater style dependent on the situation and resource employed.
* Set strategy - have a proven track record of balancing both short term and long-term plan direction & delivering against it in a regional environment
* Remove boundaries – working collaboratively across the organisation to deliver the best possible outcome for our customers & colleagues
* Deliver Results - Experience of delivery against a P&L
* Be Courageous – be prepared to develop & create new methods / ways of delivery of the proposition to the market / customers.
* Be resilient against setbacks
* Be a talent maker – develop the team identifying skill gaps

## Behaviours

All employees model the ICARE and behaviors as part of our shared values system and how we work together. Our values must be adopted by each of us to be successful.

## Role Scope

Reports: Supervisors

**Key stakeholders****:**

**Internal**

* AAH Operational leadership
* Retail and Clinical Homecare
* Human Resources
* IT & Finance
* Trade Unions Representatives
* H&S
* Fleet

**External**

* Customers
* Contractors

## Diversity and Inclusion

At AAH, we don’t just accept difference — we celebrate it, we support it, and we encourage it for the benefit of our colleagues, our services, and our communities.

Our aim is to embrace **different viewpoints, opinions, thoughts, and ideas**and encourage a culture of inclusion for customers, patients and staff.

As a member of our team, it will be part of your role to:

* encourage diversity and inclusion through your working practice
* To challenge and highlight discriminatory practices and processes
* To strive for a diverse and equal workplace

This role profile is a written statement of the essential characteristics of the job, with its principal accountabilities, skills, knowledge and experience required. This is not intended to be a complete detailed account of all aspects of the duties involved.

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| **Version Number** | **Date of change** | **Summary of change** |
| V2022/8 | August 2022 | 1. Rebranded for AAH
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Name of Employee in Role

Signature of Employee in Role

Date Signed