



CANDIDATE BRIEFING DOCUMENT

Operations Manager,
Northern Ireland



FOREWORD



Thank you for downloading our candidate briefing document. This briefing document will provide you with important information; about us, the role, the qualifications, skills, experience and competencies required to be successful in this role. If you are interested in joining our progressive company and meet our requisite skills and experience for this role, then we look forward to receiving your application.

Key Dates & Stages

Please note that the closing date for receipt of completed applications is **Monday 31st July at 12 noon**. Completed applications must be sent to: careers@jenkinsgroup.com.

To apply, submit a current CV and accompanying cover letter providing demonstrable evidence, by way of example, of how you meet the essential criteria. A cover letter template has been provided and can be accessed via our careers page.

Our assessment centre will be comprised of a formal interview, based on the competencies associated with the role. Interviews are scheduled for early August.

Should you require any further information then please do not hesitate to contact a member of our HR team.

A handwritten signature in black ink, appearing to read "Jane Moss".

Jane Moss
People & Org Development Manager



www.jenkinsgroup.com/careers

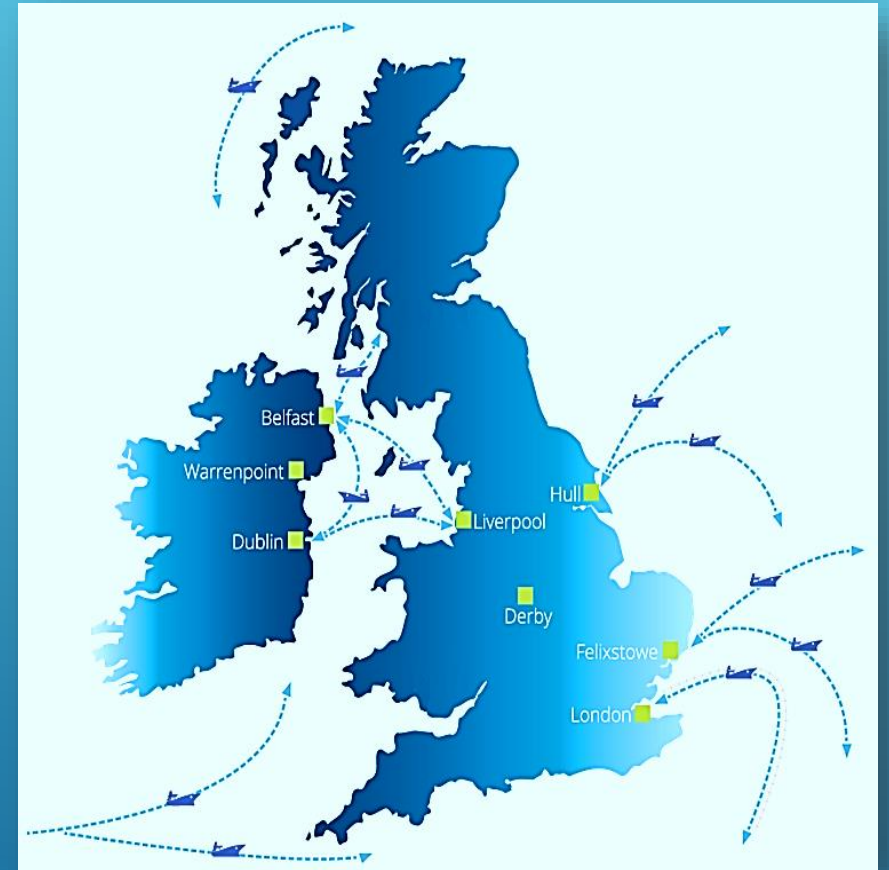
JENKINS GROUP- OVERVIEW



Jenkins is a port-centric cargo handling, warehousing and logistics business specialising in the paper and forest products sector. Our excellent customer service and engagement is built from our strong operational performance, carried out in a safe and compliant environment. We have a solid record for outstanding service, streamlined facilities, plus exceptional management and logistic capabilities. Our customers are typically global forest product manufacturers, and our core market is bulk and containerised cargo shipments arriving into the UK and Ireland by sea.

We have been operating for over 40 years and have grown to become the market leader in the UK and Ireland. We are headquartered in Belfast, Northern Ireland and operate in 8 different locations across the UK and Ireland, including Felixstowe, Belfast, Derby, Dublin, Hull, Liverpool and Sheerness.

Our Port Centric operations in Northern Ireland are made up of operations in Belfast & Warrenpoint harbours. We are perfectly positioned to discharge vessels and to devan and restitute containers quickly, providing storage space and onward distribution for our customer base across NI and Ireland. Our products in Belfast are mainly global paper and forestry products that arrive for distribution, and we are recognised as a provider of choice for all logistics solutions due to our excellent tailored customer service, for which we are renowned.





Ships Agency

Our Ships Agency function arranges vessel berth, all required port and husbandry services, looks after the needs of the Master and the crew, clears the ship with the port and other authorities, prepares and submits appropriate documentation, along with releasing or receiving cargo on behalf of the customer.



Stevedoring

Our Stevedoring function specialises in forest products and generally handles paper in rolls, pallets, wood pulp, timber, and plywood. We also regularly stevedore shipments of RDF (refuse derived fuel), wastepaper, bulk cement, and aluminium.



Warehousing

We specialise in modern quayside warehousing throughout the UK and Ireland. We store a variety of commodities before onward distribution. Our cargo is treated with the utmost care and respect, and we strive to keep to KPIs, including low damage levels and efficiency and productivity.



Transport

Our Transport function includes our own dedicated fleet. We also partner with selected hauliers to meet just in time requirements for destinations across the UK and Ireland.

THE ROLE IN CONTEXT



Job Purpose

Reporting to the Operations Director, the Operations Manager, will be responsible for ensuring the efficient running of port-centric warehousing service for our customer base. The role is a key strategic and operational leadership role with a diverse selection of challenging and varied responsibilities. These include; managing the operations process, performance improvement, direction of operational planning and continuous improvement, all in a safe and compliant environment whilst supporting our wider strategic directions of operational growth and diversification. The Operations Manager will lead and manage to achieve maximum results for our customer base and Jenkins.

Departmental Structure



ROLE SPECIFICATION

Continuous Improvement

To be responsible for identifying and developing all culture, process and performance improvements and efficiencies and for leading teams that deliver key customer services;

Lead and support the implementation of new technology and systems, ensuring they are fully utilised for the benefit of the company;

Support and implement processes and policies in support of organisational goals to maximise efficiency and customer satisfaction;

Monitor the agreed KPIs for Belfast & Warrenpoint operations and take corrective action if objectives are not on target;

Drive financial savings through the implementation of operational efficiencies where appropriate.

Relationship Management

Work collaboratively with customer care to ensure and assist in meeting customer service levels;

Proactively attend to customer issues and enquiries in a solutions focused manner;

Address and provide solutions to current customer matters in a service first manner;

Build mutually beneficial relationships with customers, in order to better understand their needs;

Optimise the customer experience with the company in the day-to-day operation of a busy site;

Communicate with customers, taking into account feedback and making improvements if necessary;

Partner with the Commercial Team to optimise existing customer base opportunities;
Work effectively with all internal stakeholders to influence customer service delivery improvements;

Work collaboratively with the Compliance Team to implement Safe Systems of Work and Safe Working Instructions and engage with the HR Team; taking guidance on matters of employee relations and people development.

PERSON SPECIFICATION- CRITERIA

IN ORDER TO SUCCEED IN THIS ROLE, THE INDIVIDUAL WILL HAVE THE FOLLOWING ESSENTIAL CRITERIA:

- A track record of recent professional management development;
- Significant and recent experience in an operational management role within a warehouse service and fast paced environment;
- Extensive experience of operational roles within an inbound and outbound warehouse environment;
- A successful track record of delivering through strong leadership and effective people management skills;
- A successful track record of delivering team KPI's in a health and safety led environment;
- Evident experience of operating in a continuous improvement type environment;
- Evidence of establishing and maintaining excellent business relationships within key external and internal stakeholders;
- Proven experience of implementing organisational efficiencies with proven impact;
- Experience of and working knowledge of the WMS for business improvement methodologies and practices;
- Have an excellent and professional communication style and the ability to deal with a range of audiences.

PERSON SPECIFICATION

THE KEY COMPETENCIES FOR THE EFFECTIVE PERFORMANCE OF THIS ROLE ARE:

People Management

A strong communicator, with the ability to lead a team whilst gaining the trust and respect of colleagues. Manage any conflicts that might arise with a level-head, positively influencing situations. Work with team members to achieve the best possible outcome for the business and customers alike.

Results Orientation

Ability to maximise and improve the use of resources beyond own work to achieve results to a standard of high quality. Experiments with new ideas and looks for solutions that work. Learns from mistakes and is in a process of continuous improvement. Tests ideas out and asks for feedback from relevant parties.

Resource Management

The ability to plan schedule and allocate resources in the best way possible, taking into account the various types of business resources to ensure they used in the most efficient and effective manner.

Customer Service Orientation

Delivers a high-quality service in accordance with the agreed service provisions and standards expected from the role/ function. Is committed to providing an excellent service to ensure a high level of customer satisfaction is achieved. Understands the links between own personal professionalism and the possible impact on the company

Risk Management

The ability to use knowledge and skills to identify and anticipate potential risk, analyse the risk and formulate the necessary plans to mitigate against the risk.

Relationship Management

Ability to gain the trust and co-operation of, and build effective working relationships with a wide range of people. Ability to use appropriate interpersonal style with all stakeholders.

Commercial Acumen

Ability to understand the key business issues that affect the sustainability and growth of the company and take appropriate action or make recommendations to maximise success.

IN RETURN, WE OFFER:

- Salary circa £47k, dependent on experience;
- Provision of company laptop, mobile phone and any other necessary IT equipment;
- Free on-site Parking
- Membership of a contributory Group Pension Scheme;
- Life Assurance Scheme in place for all employees;
- 34 days paid leave per year (including 9 customary holidays);
- Professional development opportunities;
- Access to and use of our WMS Boltrics system that has been specifically designed for logistics service providers to streamline warehouse activities;
- Access to and use of our visionary performance management IT platform that will transform the way you drive your team's culture and engagement;
- An opportunity to be part of a leading and progressive group company at an exciting phase in our growth.

