



Job Description

General Manager – Dash Express Redruth

Ref: 165-48

Overview

The Dash Group, based in Redruth, provides a diverse range of services to businesses and consumers. Dash Logistic Services offers distribution, fulfilment, vehicle hire and self-storage throughout the South West and beyond, Dash Convenience Stores serve local communities in Cornwall and DWN supplies maps and other fast moving goods to retailers and consumers across the UK.

We are now looking to recruit a General Manager to play a key role in a busy environment providing a prompt and professional service to both internal and external customers. This role will report to the Dash Express Head of Operations and involve taking responsibility for drivers and warehouse sorters.

Main Duties & Responsibilities

Sales & Business Development

- To work with the Head of Operations in setting and achieving strategic objectives
- To ensure the highest levels of customer service are provided at all times
- To identify and implement efficiencies on an ongoing basis
- To review current processes and procedures, making recommendations for improvements and simplifications with a focus on improving business performance and customer service
- To build and maintain productive relationships with customers, suppliers and other stakeholders
- To closely monitor competitor activity and respond accordingly
- To achieve set KPI's including a set cost per parcel/stop

Management

- To oversee the operational management of all staff and activities within the operation
- To identify training and development requirements and to work with HR in implementing these
- To motivate and empower team members with a view to maximising performance and ensuring total customer satisfaction

Operations & Systems

- To manage and take overall responsibility for:-
 - Resolution of customer issues, problems and complaints
 - Staff & contractor standards of appearance

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- Ensure cleanliness of vehicles in line with Company standards
- Internal communication and handover reporting
- Vehicle defeat reporting and accident reporting in a timely manner
- Accurate reporting of staff costs and other required information to HR and payroll departments
- Out of hours support for customers and staff
- Site operational Health & Safety management and awareness

Personal Specification

- Demonstrable leadership experience with an ability to implement strategic objectives and deliver results
- Effective communication, presentation and negotiating skills
- Excellent business development & customer service skills
- A pragmatic approach to problem solving and people management
- A flexible approach to working hours
- A full driving licence held for at least 2 years

Further Information

Reporting to:	Head of Operations - Express
Responsible for:	All staff and operations within Redruth operation
Based:	Redruth Site
Hours of Work:	This is a full time salaried position and may include weekends
Salary:	Dependent upon experience
Holiday Entitlement:	5.6 weeks per year (including Bank Holidays)
Start Date:	Immediate

Applications

In writing only, with a covering letter including salary details and CV to jobs@thedashgroup.co.uk. Please quote the reference number on your application.

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