



Job Description

Operations Supervisor – Dash Express Redruth

Ref: 165-53

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 an Operations Supervisor 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 General Manager, Dash Express Redruth and involve taking responsibility for all drivers and warehouse personnel whilst on duty. **Previous experience of parcel distribution as a driver or manager, and an excellent geographic knowledge of Cornwall are essential requirements for this role.**

Main Duties & Responsibilities

Operations

- To work with the General Manager and Operations Manager in setting and achieving operational objectives
- To ensure the highest levels of customer service are provided at all times
- To identify and implement efficiencies on an ongoing basis
- To build and maintain productive relationships with customers, suppliers and other stakeholders

Management

- Alongside the Operations Manager, 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

Systems & Reporting

- To manage and take responsibility for:-
 - Resolution of customer issues, problems and complaints
 - Staff & contractor standards of appearance
 - Ensuring cleanliness of vehicles in line with company standards

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- 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

- Previous experience of parcel distribution
- An excellent geographic knowledge of Cornwall
- Effective communication and 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:	General Manager – Dash Express
Responsible for:	All staff and operations within Redruth operation
Based:	Redruth Site
Hours of Work:	This is a full time salaried position, working between Monday – Saturday 40+ hours per week, in line with the needs of the business
Salary:	£20,000 - £22,500 per year
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.

Please note we cannot accept applications without a covering letter

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Dash Group (SW) Ltd
 Barncoose Industrial Estate, Redruth, Cornwall, TR15 3RQ
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