

## JOB DESCRIPTION

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<b>Job Title:</b>	Logistics Manager
<b>Department:</b>	Support Services
<b>Reporting to:</b>	Head of Support Services
<b>Location:</b>	Home and Mobile Units

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### PURPOSE OF ROLE:

The Logistics Manager will be responsible for planning, coordinating and managing all logistics operations for our Mobile Units. You'll be responsible for ensuring the Mobile Unit service is delivered safely and effectively providing outstanding service to all stakeholders both internal and external.

### MAIN DUTIES AND RESPONSIBILITIES

- Assist and support in the formulation, implementation and delivery of the Mobile Unit service strategy
- Negotiate and manage Service Level Agreements and contracts
- Identify opportunities for continuous improvements of operations, focusing on cost reductions and customer satisfaction
- Produce timely and accurate reports for the Head of Support Services
- Inform the Head of Support Services on a regular basis on plans, results, current and anticipated problems and risks along with proposals on problem solution and mitigating risks
- Develop, implement, maintain and evaluate systems and services to ensure best practice and delivery of excellence across the service
- Agree the timetable of services and locations for the Mobile Units with the Head of Support Services
- Identify savings by removing waste or unnecessary steps in the Mobile Unit operations
- Coordinate and oversee all day-to-day operational actions of the Mobile Units ensuring that all procedures for all vehicles are carried out to ensure compliance with the details in the VOSA operator licence
- Ensure that all legal standards are complied with (Health & Safety Management, Statutory Obligations, transport policies and procedures)
- Maintain service logs, process documentation, training and safety records

- Make sure all Infection Control procedures are carried out in accordance with Tenovus Cancer Care policies and Service Level Agreements with NHS partners
- Develop and manage risk management programs to ensure continuity of supply in emergency scenarios.
- Resolve problems concerning transportation, logistics systems or customer issues.
- Take part in investigations and manage Mobile Unit complaints, incidents or accidents
- Manage the day-to-day relationships with our external partners and communicate effectively with all relevant stakeholders on a regular basis.
- Act as the main point of contact between Tenovus Cancer Care and all that visit its vehicles.
- Manage maintenance and repairs for all Tenovus Cancer Care vehicles (including Mobile Units and warehouse vans) with outside agencies and sub-contractors including MOT arrangements, record keeping of damage, repairs and servicing.
- Manage the driver's rotas and ensure effective transport planning including to ensure the vehicles arrive at their specified destination on time and meet the specified standards of cleanliness and serviceability.
- Monitor costs and negotiate contracts and rates with all transport suppliers and continually search for ways to improve quality and gain better value for money from our suppliers.
- Initiate, develop and maintain communication with other departments to ensure they are informed about the Mobile Service work and to ensure it gets sufficient support and assistance in achieving its goals
- Effectively manage the performance of the Logistics Officers, ensuring they are working to agreed objectives, delivering outcomes and that they receive appropriate training and support.
- Ensure that the functions of the Logistics team are carried out effectively and in accordance with health, safety and environmental policies and procedures.
- Set departmental objectives/KPIs and review and assess ongoing performance of direct reports
- Develop and maintain strong relationships with all connected with the Mobile Unit services

Prepared by: Helen Powell

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### **FLEXIBILITY STATEMENT**

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

## **CONFIDENTIALITY**

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018.

## **COMPETENCE**

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

## **RISK MANAGEMENT**

It is a standard element of the role and responsibility of all staff within the Charity fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

## **HEALTH AND SAFETY REQUIREMENTS**

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to cooperate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

## **SMOKING**

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

## **WORKING WITH VOLUNTEERS**

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

## **EQUAL OPPORTUNITIES**

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

## **VALUES**

The charity works within a culture that reflects the following values – Respectful, Bold, Creative, Supportive and Inspiring. All employees are expected to demonstrate and reflect these values in their day-to-day activities.

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	Essential	Desirable
<b>Experience &amp; Knowledge</b>		
Proven experience of logistics/transport management	●	
A proven track record in delivering high service levels	●	
Extensive experience of HGV maintenance and subcontractor maintenance management	●	
In possession of the following C+E Heavy Goods license, drivers and operators CPC	●	
Knowledge of road legislation in relation to Heavy Goods	●	
Relevant and current working knowledge of transport and Health and Safety legislation	●	
Experience of leading and managing a team	●	
Experience of implementing efficient processes and operational best practice	●	
Previous experience of driving and maintaining mobile units		●
Knowledge of clinical governance		●
Experience of building relationships across the NHS and wider health communities		●
<b>Skills</b>		
Excellent inter-personal and communication skills	●	
Positive ability to approach problems in a logical way to find solutions	●	
Excellent planning and organisation skills with the ability to plan ahead and deal with unexpected changes	●	
Proven ability to work under pressure, prioritise workloads and meet deadlines	●	
Ability to manage projects, identify risks and implement operational best practice	●	
Proven team leader	●	
Strong negotiation skills	●	
Proficient in relevant Microsoft Office packages, i.e. Word, Excel, PowerPoint, Outlook, Visio, Project	●	
Ability to speak and understand Welsh, or commitment to learn .		●
Legally able to drive in the UK on a full licence	●	

Willingness to work variable hours including occasional early mornings, evenings and weekend work	●	
Willingness to travel across the UK as required	●	