

Delivery Manager

Position Description

Reporting to:	Operations Manager	Work location:	Preston
Capacity:	Part-time	Pay Grade	EM3
Team:	Delivery	Direct reports:	Delivery Assistant; Drivers

Role Purpose

The Delivery Manager role is designed to lead and support a range of delivery functions within the fast-paced Operations environment of CERES Fair Food. The role will report to the Operations Manager and work closely with the Delivery Assistant, to drive day-to-day support to the Warehouse and Customer Service functions to ensure the efficient dispatch and safe delivery of all customer orders across Melbourne. In addition the manager will support the safe delivery of product for other CERES enterprises as required e.g. Fair Wood, Microgreens and Grocery.

Key Areas of Accountability

Manage Delivery Operations:

- Review customer orders and plan and coordinate delivery activities.
- Analyse and troubleshoot delivery issues in a timely fashion.
- Serve as a primary contact for customer and staff concerns.
- Develop process improvements to achieve cost effectiveness and time saving.
- Make critical business decisions to meet customer expectations.
- Report delivery status to stakeholders and develop required delivery documentation.

Manage Fleet:

- Plan, direct, manage, coordinate and supervise acquisition, assignment, utilisation, maintenance, repair, replacement and disposal of fleet vehicles.
- Act as primary contact for vehicle fleets and their use during operations.
- Manage on-road safety, policy including both vehicle and driver safety.

Manage Delivery Team:

- Build positive and productive working relationships with all team members.
- Manage delivery team to ensure effective and timely customer deliveries.
- Oversee daily activities of the delivery team and provide direction and guidance as needed.
- Perform resource allocation and workload assignments according to delivery requirements.
- Ensure the team maintains a high level of competence and operational excellence.
- Induct and train new team members including driver safety training and tasks specific to CERES deliveries.
- Evaluate the performance of team members and design coaching and training as required.

FAIR FOOD CERES

- Facilitate Driver team meetings.

Manage Key Relationships with Stakeholders:

- Work closely with all stakeholders and manage both relationships and communication to ensure processes are seamless and customer orders are delivered safely and on-time at all times.
- Facilitate communication flow on a daily basis between drivers and all other areas.

Health, Safety, Security and Risk Management

- Be a role model for safety and security including complying with all safety instructions and training given at the workplace.
- Act in a safe manner at all times and participate with keeping all employees, contractors and volunteers safe whilst on and off the premises.
- Report all incidents, potential hazards and injuries in a timely manner.
- Be aware of the risks associated with your team's every day work and ensure appropriate mitigation measures are applied.

Person Specification

- Exceptional personal and team leadership skills (adept to advanced using the CERES draft Capability Framework. Includes:
 - Displays resilience and courage includes remaining calm under pressure and broad problem-solving capabilities
 - Acts with integrity – models the highest standards of ethical and professional behaviour and reinforces their use
 - Manages self, includes the ability to actively seek, reflect and act on feedback on own performance
 - Communicates effectively including the ability to share information across teams and units and to create opportunities for others to be heard and to express their views
 - Works collaboratively and builds a culture that recognises the value of collaboration
 - Manages and develops people including being aware of own biases when managing team members and addressing and resolving performance issues in a respectful and timely manner
 - Inspires purpose and direction including building with team, a shared sense of purpose and goals and supporting each individual to contribute to that team purpose.
- High level of attention to detail.
- Experience in logistics, project management and confidence in the use of relevant support software and information systems.
- Experience in delivery management, supply chain management or fleet management is desirable.
- Manual car license and safe driving record essential. HR/Forklift licenses are desirable.
- Solid geographical knowledge of Melbourne and surrounding suburbs.
- Certificate III in Supply Chain Operations (TLI30319) desirable but not essential.

FAIR FOOD SERIES

- Interest or background in Fresh produce industry, environmentalism, social justice an asset.

Additional Information

- Flexibility with a willingness to work outside of business hours as the need arises.
- Flexibility with a willingness to pitch in and drive, support other team members as the need arises.