

Role Profile

Job Title: Despatch Supervisor
Department: Packhouse
Reports To: Packhouse Management
Ref: Ref-173, V1 – 28 July 2021

Role Overview

Responsible for maintaining and scheduling the daily despatching of vehicles between Ireland and the UK. The Despatch Manager/ Supervisor will provide hands-on management for the Despatch Department to ensure contact compliance, while monitoring current system performance and making adjustments where necessary to maintain on-time performance, maximise efficiency, minimise customer wait times and service disruptions. Responsible for the effective communication of links between transport/production and despatch staff ensuring vehicles are despatched accurately and on schedule. Monitoring of progress and communication of any issues preventing delivery scheduling from taking place.

Main Duties

- Ensure that all safety regulations are being observed and all training methods are adequate and effective
- Monitor despatch performance in relation to driver incidences, equipment failure, product and trailer supply
- Ensure delivery paperwork and associated reports are completed accurately
- Ensure 100% customer service levels by despatching vehicles on time and to full order quantity

This is not an exhaustive list and is subject to change and amendment.

Competencies to perform the role

- A number of years' experience in man management/supervisor role in a fast moving environment
- Highly self-motivated individual with the ability to create a teamwork culture
- Excellent organisational and prioritising skills
- A strong communicator in both written and verbal presentation
- Be results driven and systems orientated

Qualifications

- Logistic Qualification or Despatch Experience with staff supervision

Other Significant Role Requirements

- Willingness to travel to other sites within the group as and when required
- Valid driving licence and access to a car

Performing the role in line with the Monaghan Cultural Values:

1. We do the right thing: We use this philosophy to drive every aspect of our business, from product, to process to people
2. Forward Thinking: We think ahead and we think for the long term
3. Down to Earth: We understand the importance of communicating our discoveries in a straightforward way
4. Inspiring: We seek out new ways to excite and inspire each other
5. Egalitarian: We have always been grounded in the belief that everyone is equal. That everyone deserves an equal chance to speak, be heard and make an impact