

Role Profile

Job Title: Despatch Manager
Department: Composting
Reports To: Site Manager
Location: Carbury Substrate (IRE)
Ref: Ref – 312 v1

Role Overview

Under the direction of the General Manager the Despatch Manager will be one of three Production Managers responsible for the day-to-day activities on a mushroom compost facility. They will be primarily responsible for leading the Despatch Team of circa 8 people. This team is responsible for the despatching of 2250 tonnes of Phase 3 compost weekly to customers and for the overall cleaning and hygiene of these areas. The Despatch Manager will be required to assist the General Manager and Transport and Sales Manager with the following:

- The overall day to day running of the despatching areas
- Leading and directing the work of all employees in this area including tracking of tonnages, and planning and coordinating team to insure despatching runs efficiently
- Ensuring cleaning and hygiene standards are met rigorously
- Overseeing all aspects of company policy, production methodology and site initiatives
- Continuously improving the process / standards of the site and implementing changes as required

Main Duties

- Overall responsibility for managing the areas resources including people, facilities and equipment
- Engendering teamwork and driving performance in all areas
- Responsibility for agreeing and implementing production within their nominated area of the site operations and driving the daily performance of the site to ensure that production targets and quality parameters are met
- Working with the General Manager and the rest of the Production Management Team, the Despatch Manager will be responsible for managing the performance of people (including discipline):
 - Identifying recruitment needs – maintaining sufficient staff levels in all departments on site
 - Identifying training needs and implementing – ensuring that all staff receive sufficient training to enable them to carry out their duties in the most efficient manner possible
 - Health and safety responsibility
- Must be able to cover for all aspects of the site activities as a part of a 24/7 management team. This will entail being on call for one week out of every three weeks in which full site monitoring will be required

- Sign off all hours on a weekly basis
- Completion of all necessary paperwork relating to the Management role
- Effective communication with colleagues, suppliers and customers.

Competencies to perform the role

- Plans for Success – Develops project plans required to implement projects and programmes of work; defines risks and benefits of work and pro-actively manages
- Solves Problems – Recognises and balances the different interests of stakeholders when making decisions
- Acts Commercially – Creates a business case for business projects when required
- Builds Teams – Works collaboratively and encourages cross disciplinary working between teams
- Customer Focus – Proactively seeks customer feedback and acts upon it
- Leads Change – Challenges the current perspective to drive continuous improvement
- Leads Authentically – Challenges processes which are ineffective providing direct and timely feedback; finds the right balance between frankness and respect; always delivers on work promises and deadlines
- Communicates Effectively – uses communication skills to influence colleagues and senior managers; switches easily from high level to detailed information as needed; reads and adapts to visual cues in a high pressured environment

Experience and Qualifications

- Proven track record in either composting or people management, ideally will have element of both, or demonstrate ability to develop both
- Fresh produce food production/agricultural/horticultural background
- Effective communication skills
- Excellent organisational skills and attention to detail
- Demonstrated ability to work effectively, both independently and in a team environment, in an atmosphere of multiple projects, shifting priorities, and deadline pressures
- Ability to address immediate problems, create instant, relevant decisions to ensure continuous customer satisfaction
- Ability to remain calm under pressure
- Ability to understand budgets, management accounts and product costings

Other significant role requirements

- Driving licence
- Valid Passport (no travel restrictions)

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