

## Operations Manager - Parcel Sortation

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Company: Menzies Distribution Ltd

Location: Cranford

Category: other-general

Operations Manager - Parcel Sortation

Location: 14-17 Heathrow International Trading Estate, Green Lane, Hounslow, TW4 6HB

Hours / Shift: - 11:00 – 21:00 / x4 days Friday, Saturday, Sunday, Monday

Salary: £40-44k + benefits (negotiable based upon experience)

Menzies are seeking an experienced and highly motivated Operations Shift Manager to oversee the efficient and effective operations of our parcel sortation Hub, running a mechanical sortation and driven by key performance indicators (KPIs) and flow management. Some Six Sigma / Continuous Improvement experience are essential for this role.

Responsibilities:

Manage and oversee the day-to-day operations of the parcel sortation warehouse, ensuring smooth and efficient operations.

Develop and implement strategies to optimise productivity, reduce costs, and improve overall operational performance.

Monitor and analyse key performance indicators (KPIs) to identify areas for improvement and

implement necessary changes.

Utilise flow management techniques to ensure timely and accurate sorting, processing, and dispatching of parcels.

Lead and motivate a team of warehouse staff, providing guidance, training, and support to ensure high levels of performance and productivity.

Collaborate with other departments such as logistics, customer service, and quality control, to ensure seamless coordination and communication.

Implement and maintain standard operating procedures (SOPs) to ensure consistency and efficiency in warehouse operations.

Drive continuous improvement initiatives, utilising Six Sigma methodologies and other tools to identify and implement process enhancements.

Ensure compliance with health and safety regulations, maintaining a safe working environment for all staff.

Prepare and present regular reports on operational performance, highlighting achievements, challenges, and proposed solutions.

Requirements:

Previous experience in running a mechanical sortation hub within a parcel sortation warehouse is essential.

Proven record of achieving and exceeding KPIs in a fast-paced operational environment.

Strong knowledge and experience in flow management techniques.

Six Sigma certification and experience in implementing continuous improvement initiatives.

Excellent leadership and people management skills, with the ability to motivate and inspire a team.

Strong analytical and problem-solving abilities, with a keen eye for detail.

Excellent communication and interpersonal skills, with the ability to collaborate effectively with cross-functional teams.

Proficient in using warehouse management systems and other relevant software.

Ability to work under pressure and meet tight deadlines.

Inclusion:

Menzies Distribution is committed to creating a fair and inclusive environment where employees feel safe, proud, and valued. We encourage ways of working that treat everyone

fairly and with respect, and we look to create opportunities to improve the diversity of our workforce across all areas of the business.

We seek to attract and recruit people from the widest talent pool, who reflect the society in which we work. We aim to encourage an inclusive culture where people can feel empowered to be the best they can be, and to reach their full potential. Creating value through diversity is what makes us strong as a business and as an organisation. With an increasingly agile workforce, we're open to flexible working arrangements where appropriate.

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