

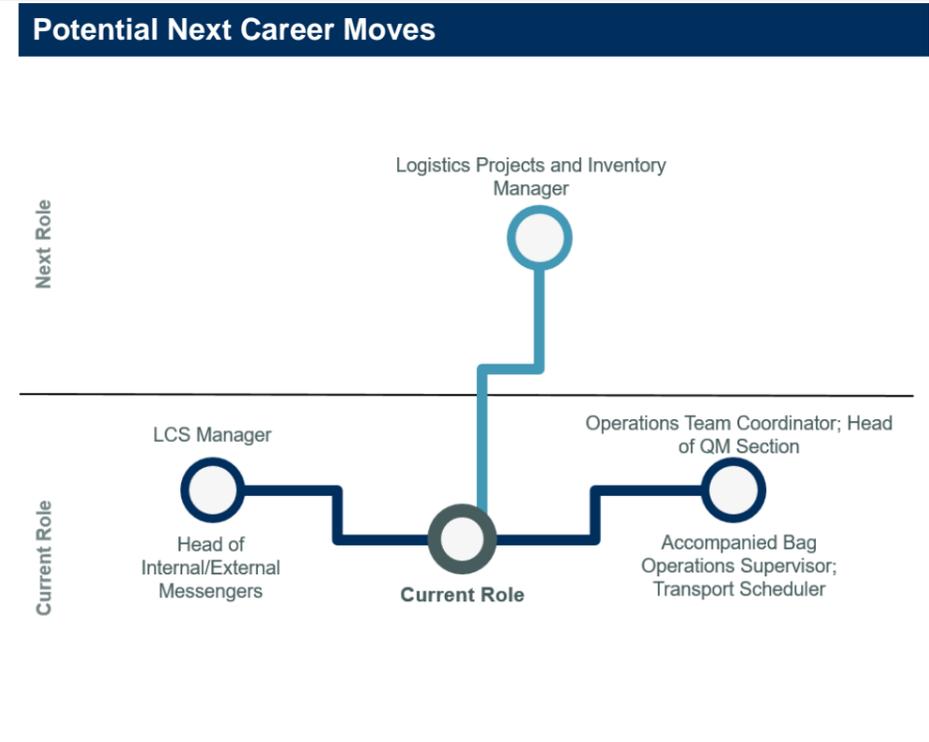


Role Title	Manager of Messengers				
Job Family	Logistics	Sub Category	Couriering and Warehousing	Grade	B3
Behaviours	<ul style="list-style-type: none"> Making Effective Decisions Managing a Quality Service Delivering at Pace Leadership Charter 				
Purpose	Manage the operations and administration of the internal or external messenger service, and manage a team of messengers or drivers.				

Key Accountabilities	
<ul style="list-style-type: none"> Develop, performance manage, coach and support team members to retain and engage staff and ensure the highest security standards and all aspects of the SLAs are met Develop and implement rosters to ensure delivery of a 24 hour, seven days a week service that meets customers needs and is responsive to change Plan day-to-day operational activities, ensuring scheduled and non-scheduled activities are delivered cost effectively and to a high quality; resolve problems or escalate if beyond agreed tolerances; regularly review working methods and practices to maximise efficiency of service delivery 	<ul style="list-style-type: none"> Record and schedule all bookings for the services, ensure full understanding of customer's requirements to ensure demands are met Where relevant in role: <ul style="list-style-type: none"> Maintain records of vehicle mileage and fuel consumption Record costs for Express Messenger work

Authority and Scope
<ul style="list-style-type: none"> Manage resources, budget, and delivery schedules within agreed timeframes and to meet quality controls, SLAs and KPIs Ensure accurate recording and reporting of timesheets and absence Ensure all work is delivered in accordance with H&S legislation Meet customer satisfaction target Manage team of up to 10 Messengers or Drivers ensuring SLAs are met

Internal and External Communications
<ul style="list-style-type: none"> Internal and External Customers to receive bookings and respond to their enquiries



Skills
<ul style="list-style-type: none"> Logistics operations Supply chain planning High risk manual handling Incident resolution Planning and organising

Qualifications, Knowledge and Experience
<p>Essential</p> <ul style="list-style-type: none"> Experience working in a customer service environment, resolving problems effectively with minimum supervision, and escalating as appropriate Knowledge of Logistics' operations Able to communicate effectively and professionally with a range of people Managing teams of people, including organizing work rotas and schedules Knowledge of people management Knowledge of UK Health & Safety legislation Understanding of security requirements

<p>Desirable</p> <ul style="list-style-type: none"> Experience of service booking Experience of mail and messenger operations
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