

JOB DESCRIPTION

Position:	Director of Operations, Hachette UK Distribution
Reports to:	COO, Hachette UK Distribution
Hours:	35 hours per week (Mon- Fri)
Location:	The Hely Hutchinson Centre (HHC), Milton Road, Didcot, OX14 7HH

About Hachette UK Distribution:

Hachette UK Distribution is the leading book distribution company in the UK, providing comprehensive distribution services, and exceptional customer service, to our client publishers and their customers. This is a very exciting time in our history as we have recently opened a brand new, state of the art distribution centre which will enable our vision for the business to double in size over the coming years. The Hely Hutchinson Centre (HHC) is one of the most advanced distribution centres in Europe, with leading-edge automation and modern systems which will ensure world-class service to customers and publisher clients. It will ultimately become Hachette UK's sole distribution centre with a single operational team. Publisher clients currently served by the existing businesses, LBS and Bookpoint, will migrate to it as part of a managed transition between 2018 and 2020. Hachette provides comprehensive distribution services to 30 publishers, many of which are third party clients from outside the Hachette UK group. We ship more than 60 million books globally each year and supply one out of every four books to the UK trade.

Hachette UK Distribution is a part of Hachette UK and Hachette Livre, one of the world's largest publishers.

The Role:

This role is a one-off opportunity within Hachette UK Distribution to lead Operations through the journey from early start up to full consolidation of the existing operations teams. The department will grow from its current size to between 150 and 200 people as first we consolidate, and then expand significantly by winning more publisher clients.

The successful candidate will be a strong leader with proven operational and client management skills. They will need to become highly visible in the business, with the ability to run expansion projects and think strategically. A high degree of empathy and first-class communication skills are essential, as is the character to inspire both the business and our clients. This role will be an integral part of the senior management team.

The priorities for this role will be:

- Meticulously develop the operational implementation plan for each phase of transfer from the existing sites. This will include roles such as defining staffing and training needs, shift patterns, understanding system capability and workflow planning.
- With the CEO and COO, define the structure of the operational team. Manage the growth of the department successfully towards the end goal through effective evaluation of the current team and recruitment.
- Build and maintain effective relationships with publishers and customers and become a respected partner. The role requires interaction with publishers and customers especially during this transitional period as well as tight process management.
- Create a high performing, multi-skilled team, with an ethos of continuous improvement, high levels of customer service and efficiency to enable you to achieve maximum efficiency, productivity and quality.
- Work in tandem with other heads of department and managers to achieve a successful flow through of work to maintain internal and external service levels.
- Manage the day to day running of all areas of the warehouse to ensure all the key metrics of service, quality, productivity and cost are achieved.
- Take responsibility for the operations budget, managing all the key cost lines and identifying revenue opportunities.
- Work with the broader management team to create a continuous programme of process improvement for the warehouse around LEAN principles.
- Coach, motivate and mentor direct reports. Create an environment of career progression and development support by a strong programme of learning development so that people are supported to achieve their full potential
- Plan, forecast and report performance, analyse data to highlight trends and plan improvements and opportunities.
- Liaise with both internal and external customers, concerning all matters of inbound logistics and ensure effective scheduling and streamlining of workloads through LBS in line with budgetary targets.
- Work alongside our automation partner and IT colleagues to ensure high levels of equipment availability and performance.
- Operate in accordance with best practice, ensuring organisational compliance with ISO14001 and relevant health and safety legislation.
- As a member of the HHC Executive team, play an active role in the strategic direction of the business.

PERSON SPECIFICATION:

Essential Factors	Desirable Factors
<p><u>Knowledge, Experience & Qualifications</u></p> <ul style="list-style-type: none"> • Proven experience of successfully managing within an automated warehouse environment • Proven track record of building, delivering and sustaining a high performing team in a culture of continuous improvement • Experience and knowledge of managing change and transferring business from multiple sites • Strong IT skills: Excel, Word, and Powerpoint • Excellent communication skills, written and verbal • Excellent history of forecasting, workflow planning and prioritisation • Large budget management • Management of a diverse range of clients. • Project Management 	<p><u>Knowledge, Experience & Qualifications</u></p> <ul style="list-style-type: none"> • Knowledge of the book trade or media business • Ideally worked in a distribution business with high levels of customer service, volatile demand patterns and a broad range of titles • Awareness of ISO accreditation and health and safety in the workplace. • Knowledge of SAP and JDA
<p><u>Skills & Attitudes</u></p> <ul style="list-style-type: none"> • Excellent leadership, negotiation, and organisational skills • Empowers, develops and coaches others to help them achieve their potential and objectives • Methodical and numerate • Tenacity to stay with a long project • Ability to delegate effectively • Able to achieve deadlines • Accurate and consistent • Diplomatic • Treat all matters with strictest of confidentiality • Strong decision making and problem-solving skills. • Starter and finisher 	<p><u>Skills & Attitudes</u></p> <ul style="list-style-type: none"> • Mentoring and coaching skills • Presentation skills • Change management

Additional Terms & Quality, Health, Safety & Environmental Responsibilities

1. The Post Holder will be expected to complete an induction at the commencement of employment that includes safety, quality and environmental.
2. The post holder will be expected to adopt a flexible attitude to take account of the changing needs of the business.
3. This Job Description is not exhaustive and will be subject to review by the manager and the post holder.
4. During the course of his/her duties the post holder may become aware of confidential information in relation to the company or staff. Any breach of such confidentiality will be viewed with the utmost gravity.
5. You will be required to take reasonable care for your own health and safety and that of others who may be affected by what you do or what you fail to do.
6. Co-operate with management on safety, quality and environmental matters.
7. To report on all incidents, accidents, near misses, spillages, safety, quality and environmental hazards, diseases and illnesses to your line manager.
8. All staff with a requirement to lift and handle objects should receive basic in-house instruction in safe working practices.
9. In accordance with training and instruction, correctly use equipment and wear personal protective equipment supplied. To not interfere or misuse equipment provided for safety, quality and environmental purposes.
10. No stock / product is to be removed from site at any time.
11. As a member of staff of Hachette UK Distribution, you have the right to be treated fairly and with courtesy and understanding to ensure equality for all and respect for individual differences. You also have a personal responsibility for treating others in this way.