# JOB DESCRIPTION

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| **JOB TITLE:** | **TRANSPORT & WAREHOUSE ADMINISTRATION CONTROLLER** |
| **NAME OF JOB HOLDER:** | |
| **REPORTING TO:** | **MANAGING DIRECTOR** |
| **PRIMARY RESPONSIBILITIES:** | To manage the Transport Department and Delivery Processing. Organising the Company's outbound deliveries, supporting suppliers and internal fleet, thereby making a measured contribution to the Company's performance and profitability. |

## SUMMARY OF DUTIES AND RESPONSIBILITIES:

1. To manage the MGUK Fleet and drivers, including –
    - Delivery fleet
    - Director, Rep and Engineer vehicles
    - MGUK Delivery Drivers x 4

2. To manage the MGUK Transport Administrator.

3. To manage all necessary paperwork relating to Warehouse Pick & Pack process, including –
    - Order Assembly
    - Picking Sheets/Data
    - Despatch Notes
    - Courier Labelling

4. To manage the MGUK Transport Management System including –
    - Capacity and route planning
    - Data uploading
    - Route arrangement / preparation
    - Manifest production

5. To monitor Order Acknowledgements to ensure the following –
    - Appropriate delivery modes are allocated
    - Booking-in is completed as required
    - Any potential issues are reported and managed

6. To monitor and update courier portals including but not limited to –
    - Outgoing delivery information
    - Damage/claim processing
    - Returns and collections

7. To manage external transport providers including -
    - Complaints
    - Claims
    - Load/capacity planning

8. To investigate Customer Complaints relating to the Transport Department and deliveries. Instigating and managing claims as required.

9. To manage and report on all areas of Transport and Fleet management including but not limited to –
    - CPC Training
    - Vehicle Inspection Reports
    - Tachograph Data
    - Maintenance and Damage Reports
    - Service and Contractor Information
    - Fuel Card Management

10. Control, maintain and develop Codes of Practice applicable to the Transport & Warehouse Department.

11. Manage the upkeep of Daily, Weekly and Monthly compliance and performance reports.

12. To be aware of all relevant ISO Procedures relating to the Transport & Warehouse Administration Department and any related functions.

13. Responsible for implementation and maintenance of the Company's ISO 9001 and ISO 14001 procedures within the Transport & Warehouse Administration Department.

14. To be a member of the Company's ISO auditing team.

15. Liaise with internal departments to ensure Customer satisfaction is prioritised.

16. Liaise with internal departments and external providers to ensure the MGUK ERP System is maintained. Working towards data-first principals to safeguard that we can remain system driven.

17. Liaise with external providers to ensure Customer satisfaction is prioritised.

18. General administration relating to the complex workings of MGUK operations.

19. To maintain and promote safe working environments at all times.

20. Any other reasonable duties as requested by the Directors.

Signed for and on behalf of Merton Group UK Limited.

Signed by employee – confirming that employee is in agreement with details as laid out in this job description and will carry out duties and responsibilities at all times.

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| **Name:** _____ | **Name:** _____ |
| **Date:** _____ | **Date:** _____ |