

Dispatch and Distribution Manager

FULL JOB SPECIFICATION & ROLE PROFILE

Job Title:	Dispatch and Distribution Manager
Location:	Unit 3, 11 Blackmoor Road, Verwood, Dorset, BH31 6AX
Salary:	£33,400 to £36,000 per annum (DOE)
Hours:	37.5 per week
Reporting To:	Managing Director

Role Overview

The main purpose of the job is to take full operational and strategic accountability for the franchise's transport network and specialised vehicle fleet operations, which comprises 80% of the daily duties. The post holder will exercise direct line management, operational control, and performance review accountability over a total team of nine (9) direct reports, consisting of six (6) commercial goods drivers, two (2) logistics operators, and one (1) logistics and inventory coordinator. While the core focus rests heavily on fleet routing, transport compliance, territory route optimisation and driver management, the manager will spend 20% of their time overseeing localised depot dispatch schedules to synchronise frozen-food inventory handling with outbound franchise distribution timetables seamlessly.

Responsibilities & Accountabilities

- Lead and manage the company's temperature-controlled transport operations, including fleet procurement, vehicle maintenance, MOT compliance, licensing, insurance, refrigeration equipment calibration, and emergency repairs to ensure uninterrupted distribution services.
- Plan, coordinate and optimise transport routes, delivery schedules, driver rotas and depot dispatch operations using enterprise and routing software, ensuring efficient nationwide frozen food distribution and strict cold-chain compliance.
- Supervise and develop transport, logistics and inventory personnel by managing recruitment, training, performance, regulatory compliance, driver safety standards, customer service, and workforce scheduling.
- Oversee warehouse logistics, inventory coordination and depot operations by monitoring stock movements, delivery manifests, cold-store picking sequences, loading procedures, inventory reconciliations and health & safety inspections.
- Utilise integrated business systems (including SAP Business One or equivalent platforms) to manage transport data, purchase orders, CRM information, stock allocations, fleet telematics, fuel efficiency and operational performance reporting.

- Develop and implement strategic logistics initiatives to improve operational efficiency, reduce transport costs, manage supplier and vehicle leasing relationships, and provide regular operational, financial and fleet performance reports to senior management.

Skills and Qualifications Required

- A minimum of a Bachelor's or Master's degree in Logistics, Supply Chain Management, Business Operations, or a related discipline from a recognised higher education institution.
- Professional Certification (Desirable): Possession of, or a clear pathway toward, a Certificate of Professional Competence (CPC) in Transport Management.
- Fleet & Distribution Experience: Proven experience directing transport operations, territory vehicle routing, and driver fleet management.
- Experience operating inventory control systems and franchise enterprise platforms to manage stock manifests and transit data.
- Firm understanding of UK road transport regulations, commercial vehicle safety, and temperature-controlled "cold chain" food hygiene requirements.
- Strong organisational skills with the ability to exercise direct line management, performance reviews, and operational control over a multi-layered team of drivers, operators, and coordinators.
- Ability to work effectively within a fast-paced, direct-to-consumer food distribution depot environment.