
Job description

Job Title: Logistics Manager

Salary: Dependant on qualifications and experience

Hours: 40 hours a week

Reporting to: Service Operations Manager

Based: Lincoln

Do you have experience as a Logistics Manager and are looking for a new challenge or the next step in your career? Do you have technical experience? How about joining a rapidly expanding Healthcare company? If your answers are yes then we have the job for you.

AJM Healthcare is a long-established provider of Wheelchair & Community Equipment Services to the NHS and Private Sector. We have nearly 35 years' experience in these sectors and see ourselves as market leaders and innovators in particularly integrated Wheelchair Services, helping increase independence, choice and the very best Service User outcomes. Our team provide a genuine caring, user-centric and holistic approach that is tailored to each individual, who's needs vary significantly.

The role:

We are now looking to recruit a Logistics Manager to support the Service Operations Manager in Lincoln.

The job holder will be accountable for the following:

- * To effectively manage the team's workflow in conjunction with the Service Operations Manager.
- * To assist the Service Operations Manager in creating an environment of high performing professionals – to coach, develop and motivate individuals and the team to achieve the highest standards
- * To provide clear leadership and direction for individuals and team, appropriately delegating tasks amongst the team.
- * To autonomously make decisions and drive an effective performance management culture.
- * To evaluate and highlight any potential areas of improvement and apply preventative planning to resolve.
- * To motivate and energise the team, embedding and fostering a customer focused culture within your team.
- * To support the Service Operations Manager in organising and delivering effective induction programmes for new employees.

- * To ensure that team KPI's are met continuously and taking appropriate actions to ensure they are met.
- * To assure ongoing compliance with company policies, quality standards and industry regulatory requirements.
- * To reinforce and comply with all company policies and procedures especially Health and Safety regulations.
- * To utilise reports to ensure all contractual service level agreements and internal KPI's are met.
- * To take ownership of customer and WCS complaints from point of contact to resolution and resolve them in a timely fashion.
- * To assist the Service Operations Manager in the delivery of the strategic change management programmes within the contract.
- * To manage resources and work volume to ensure requests are processed efficiently and queries are resolved within agreed timescale
- * To assist with regular team meetings, to ensure that key points are communicated to all team members and ensure they are actioned appropriately.
- * To provide leadership and mentoring to the Workshop Technicians and Store personnel.
- * To support the Service Operations Manager in the induction and ongoing training of all team members, in conjunction with the HR and SHEQ Manager.
- * To develop a supportive environment, promoting a strong work ethic and team collaboration.
- * To cover for the Service Operations Manager during periods of absence.

Logistics responsibilities

- * To assist the Service Operations Manager in building and managing strong relationships with service users, and suppliers, reporting any failings to the Materials controller.
- * To support all governance and assurance activities as directed by Management.
- * To ensure compliance with all Health & Safety policies and ISO9001:2015 certification standards at all times.
- * To assess and manage any issues which arise and proactively inform the relevant person if procedural changes are required.
- * To monitor depot stock levels making sure new stock gets ordered at the correct time.
- * To undertake stock takes when requested by the Managing Director of both wheelchairs and parts stores.
- * To assist the Service Operations Manager with the office/warehouse housekeeping, including maintenance and recycling, in compliance with company policy.

- * To promote continuous improvement in the Depot such as layout changes and other improvements in conjunction with Senior Management.
- * To monitor and report back to the SHEQ Manager any procedure or working instructions, which you find could be improved or changed.
- * To ensure quality control is maintained in all areas and within Company guidelines ensuring all staff are trained in Quality Management processes and procedures.
- * To ensure the satisfactory maintenance of all company property at your Depot including company vehicles.
- * To continuously conduct yourself in a professional manner, always ensuring confidentiality is maintained.
- * To assist with adhoc tasks as and when required by your manager, including Contract commencement and ending activities.
- * To provide cover at other service centres as and when required to cover periods of sickness and/or holiday.

Who we are looking for:

- Strong technical engineering background and knowledge
- Excellent communication skills are required to interact with internal staff and service users
- Must be computer literate
- Must be able to work using their own initiative as well as part of a team
- Good attention to detail
- Previous management or supervisory experience in logistics is required
- Good understanding of ISO 9001 to include process flows and work instructions is desirable
- Experience of stock control, logistics, administration and customer services is preferable.
- Must hold a Full UK Driving licence – having no more than 6 points on your driving licence.

What we offer you:

- A competitive salary commensurate with qualifications and experience.
- Company pension contributions.
- Company mobile phone and laptop.
- Industry specific awareness training.
- Free on-site parking.
- 30 days holiday inclusive of bank holidays and a day off for your birthday.
- A chance to work with a growing, public sector linked business, with an opportunity to enhance your own career over time.



This position is working in a regulated environment and will therefore be subject to an enhanced DBS disclosure check.

Please apply.....

If you feel you have the qualities and skills we have described to be successful in this role, then we would like to hear from you.

If you have not heard from us within 30 days of applying, then it is likely your application has been unsuccessful.

AJM Healthcare provided the following inclusive hiring information:

Job Types: Full-time, Permanent