

Operations Manager

Based at Dromore Site with travel to other sites as necessary.

Hours: 8am to 17.30pm Monday to Friday

Salary: £50,000.00 to £55,000.00 + car/car allowance

Company Overview

Established in 1973, Mulgrew Haulage Ltd offers haulage and warehousing services, operating a comprehensive fleet of modern trucks and curtainside trailers to deliver unit loads across Ireland and the UK. We cater to the food, drink, and packaging sectors, taking pride in the service provided to our esteemed blue-chip clients.

With consistent organic growth of 10% annually and a trailer fleet exceeding 1200, we are looking to enhance our existing Senior Management Team with this exciting position based at our head office in Dromore, Co. Down. Our aim is to continually uphold and maintain the highest standards in our industry for others to emulate. This role presents an excellent opportunity for the successful candidate to highlight their skills while advancing their career within a highly professional and customer-centric company in the Transport and Logistics sector.

Job Overview

We are in search of a dynamic and motivated Operations Manager to lead our current transport planning and driver teams across the organisation. Reporting directly to the Managing Director and collaborating with the existing management team, you will be accountable for the efficient execution of all transport operations, ensuring complete customer satisfaction while maximising vehicle utilisation and efficiency in a safe and legally compliant manner.

Duties

The Operations Manager will:

- Hold overall responsibility for all transport planning functions.
- Lead and develop planning teams across four traffic areas and two locations.
- Conduct regular performance evaluations and provide coaching and training to enhance team capabilities.
- Collaborate with HR to recruit, retain, and develop talent within the transport team.
- Assist HR with investigatory and disciplinary matters within the organisation.

- Drive change initiatives throughout the logistics organisation and engage with relevant stakeholders to ensure successful project delivery.
- Maintain, develop, and implement transport strategies and policies to optimise vehicle utilisation and reduce costs.
- Support the Commercial team and Fleet Resource Manager with capacity planning based on forecasting data and operational schedules.
- Aid the Customer Services team in managing customer inquiries and keeping them informed of all changes.
- Establish and nurture strong relationships with customers.
- Build and sustain robust relationships with service providers while conducting regular reviews.
- Collaborate with the warehousing department to coordinate transportation needs and ensure timely delivery of goods.
- Ensure the planning team maintains an up-to-date Traffic Management System.
- Guarantee all job information on TMS is accurately completed for KPI report generation.
- Ensure daily driver briefings and debriefings are conducted with POD status completed.
- Plan shipping routes efficiently.
- Monitor vehicle movements to mitigate delays and inefficiencies.
- Monitor, report, and review vehicle revenue.
- Ensure the Fleet Manager is informed of any RTAs or vehicle maintenance issues that arise.
- Work with the Quality Assurance and Compliance Manager to ensure all health and safety, legal, environmental, and quality control measures are adhered to within the transport team.
- Participate in weekly and monthly management meetings and prepare reports for these sessions.

Please note that this job description is not intended to provide a comprehensive list of activities, duties, and responsibilities.

Essential Criteria

- Proven experience in a senior logistics, transport, or operations management role.
- Expertise in transport planning, logistics optimisation, and depot management.
- Self-motivated team player with a hands-on approach and excellent communication skills.

- Commercially astute with a positive, customer-focused attitude.
- Strong organisational skills with the ability to manage multiple tasks concurrently.
- Strong problem-solving skills with the capability to perform in a dynamic and high-pressure environment.
- Excellent geographic knowledge of the UK and Ireland.
- Ability to analyse data and make informed decisions.
- Proficiency in Microsoft Excel with knowledge of TMS.
- Full UK Driving Licence.

If you are a dynamic individual with a passion for road haulage and transport and possess the necessary skills, we encourage you to apply for this exciting opportunity with Mulgrew Haulage.

Mulgrew Haulage is an Equal Opportunities Employer.

Please note that all applicants must have the Right to Work in the UK,

We are not engaging with agencies at this time.

Skills:

Transport planning People Management Capacity Planning Customer services Fleet Management Driver Briefings Teamwork

Benefits:

Car, allowance EAP Employee Referral Scheme Pension

Closing date 20th March 2025

Please send your CV to hr@mulgrew.com