

Logistics Supervisor



ROLE DESCRIPTION

GRADE

Grade 4

LOCATION

Sighthill, Edinburgh
With travel throughout
the University Estate

LINE MANAGER

Facilities Services
Manager

ROLE SUMMARY

Reporting to the Facilities Services Manager, the Logistics Supervisor will be responsible for the provision of an efficient Logistics service across the University Estate supporting the University Strategy.

Property and Facilities is one of the largest professional services departments within the University and is responsible for the management and development of the University Campuses, Ancillary Facilities, Student Accommodation, Conferencing and Events, Catering, Facilities Services and ENGage gym.

The Logistics Team requires to operate in a professional, planned and customer focused manner. An experienced Supervisor is required to manage, support, and build a team who will deliver an excellent, resilient service now and in the future.

As a member of the Facilities Services Team, you will work closely with the Facilities Services Team, your direct reports, and a number of University stakeholders. You will be responsible for the transformation of the Logistics service, modernising the processes and procedures in the service as well as building a high performing team.

LINE MANAGEMENT RESPONSIBILITY FOR:

This role has line management responsibilities for Facilities Assistants.

MAIN DUTIES AND RESPONSIBILITIES

- Overall responsibility for ensuring software systems and standard operating procedures are followed and regularly updated for the Logistics Team ensuring compliance with all Health and Safety, legal and statutory requirements, using the Estates Management System.
- Direct the work of the Logistics Team across the Estate to ensure an optimum service focusing on the delivery of a planned service and excellent customer service.
- Support the implementation of appropriate technology to assist with service delivery planning and to enhance customer experience.
- Responsible for drafting appropriate regular management information for discussion with the Facilities Services Manager.
- Responsible for the monitoring of the team budget and reporting against performance, identifying areas of opportunity.
- Responsible for enforcing relevant statutory and University health and safety compliance on the Estate and H&S training to ensure compliance with ISO45001 liaising with consultants and in house advisors as appropriate.
- Ensure staff rotas are planned to achieve the optimal use of resource for the University.
- Responsible for the safe and efficient distribution and storage of goods across the Estate, including mail, furniture, specialist equipment and the University art collection.
- Work collaboratively with the University Estates team to effectively co-ordinate any room moves required ensuring all work is scheduled, planned, and communicated to all relevant parties.
- Responsible for the effective management of University vehicles used to transport goods including maintenance, fuel and accurate record keeping of all driving duties.
- Ability to set clear direction and support others in the achievement of their roles to ensure the achievement of the University objectives.
- Initiate, build and maintain relationships internally and externally. Collaborate at all levels with academic and professional services colleagues within the University in a professional and efficient manner.
- Manage the My Contribution process for the Logistics Team to contribute to continuous improvement of the Team, ensuring the continued embedding of the process through meaningful discussions, setting of SMART objectives cascaded from the P&F strategy and provision of ongoing constructive feedback to direct reports help drive a high-performance culture.
- Role model the University's values & behaviours.
- Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with ALL applicable legislation, codes and policies e.g. [Data Protection](#), [Information Security](#) and [Records Management](#).
- Undertake such other duties as may reasonably be required by the Facilities Services Manager.

PERSON SPECIFICATION

ESSENTIAL

DESIRABLE

EDUCATION / QUALIFICATIONS

- | | ESSENTIAL | DESIRABLE |
|--|-----------|-----------|
| • First Aid training or prepared to be trained | ✓ | |
| • Membership of a relevant professional body | | ✓ |

SKILLS / EXPERIENCE

- | | | |
|--|---|---|
| • Extensive experience of leading a high performing Logistics Team focused on excellent customer service | ✓ | |
| • Experience of CAFM systems, reporting & working alongside Service Desks | ✓ | |
| • Understanding of managing budgets | ✓ | |
| • Ability to demonstrate a strong knowledge of health and safety legislation regulations applicable to Logistics | ✓ | |
| • Awareness of ISO quality management systems | | ✓ |
| • Ability to communicate clearly and effectively both orally and in writing with a range of people at all levels | ✓ | |
| • Ability to work on own initiative and prioritise effectively a varied and demanding workload | ✓ | |
| • Excellent organisational skills and attention to detail, including the ability to plan and co-ordinate rotas | ✓ | |
| • Ability to work well under pressure often to tight deadlines | ✓ | |
| • Strong interpersonal, relationship building | ✓ | |
| • Excellent IT skills | ✓ | |
| • Willingness for lifelong learning and development to enhance skills and knowledge | ✓ | |
| • Committed to delivering the highest levels of customer service | ✓ | |
| • Proactive, "can do" attitude | ✓ | |
| • Excellent decision-making skills | ✓ | |
| • Full EU driving licence | ✓ | |