

## Job Description

<b>Position title</b>	Distribution Assistant Operations Manager
<b>Date</b>	May 2025
<b>Line manager title</b>	Distribution Senior Operations Manager
<b>Grade</b>	10

### Purpose

The Distribution Assistant Operations Manager plays a pivotal role in the operational leadership of SUEZ's national Bulk Haulage network. Acting as the key deputy to the Distribution Senior Operations Manager, this role ensures consistent service delivery, cost-effective transport execution, and leadership coverage across all regions. This is a critical, hands-on position that requires the ability to balance tactical decision-making with strategic execution. The role supports the end-to-end delivery of distribution services, providing continuity during leadership absences and developing operational resilience through knowledge of all regional planning processes. It also focuses on stakeholder alignment, subcontractor performance, and driving continuous improvement to support business growth and efficiency.

### Key responsibilities

**Operational Leadership & Strategic Support** - Manage daily transport operations across multiple regions to ensure efficient, compliant, and cost-effective service delivery.

Deputise for the Distribution Senior Operations Manager during absence or high-priority escalations, maintaining operational control and strategic alignment.

Support the development and implementation of transport strategies aligned with company objectives.

Identify and execute initiatives that improve service levels and reduce distribution costs.

**Regional Planning Coverage & Support** - Acquire and maintain in-depth operational knowledge of all regional distribution planning activities.

Provide leadership coverage for Distribution Planners, ensuring seamless continuity and minimal service disruption during planned or unplanned absence.

Support region-wide planning efficiency initiatives and standardisation of best practices.

**Stakeholder & Subcontractor Management** - Act as a liaison between internal departments, subcontractors, and suppliers to ensure operational alignment and service compliance.

Manage subcontractor performance, identifying areas for improvement and working with procurement to ensure service-level adherence.

## Key responsibilities [cont'd]

People Development & Team Support - Mentor and support Planners and operational colleagues to develop capability and resilience across the team.

Support onboarding, training, and coaching of new team members to ensure consistency in planning and operational practices.

Performance Management & Compliance - Analyse operational and subcontractor data to monitor key performance indicators (KPIs), provide insights, and drive continuous improvement.

Maintain data integrity in Transport Management Systems and other logistics tools.

Ensure full adherence to legal, regulatory, and internal compliance standards, including health & safety protocols.

Problem Solving & Incident Management - Act as an escalation point for operational issues, coordinating rapid response and recovery strategies.

Lead root cause analysis following service failures, implementing long-term solutions.

Provide calm and decisive leadership in high-pressure, time-sensitive situations.

## Skills

Strong leadership and team management skills, with the ability to deputise at a senior level.

Excellent organisational and planning abilities across complex multi-site operations.

Advanced data analysis and reporting capabilities to support data-driven decision-making.

Proficiency in Transport Management Systems (TMS), route optimisation tools, and performance dashboards.

Commercial acumen, with a good understanding of cost control in logistics and subcontractor management.

Skilled at negotiating, influencing, and maintaining relationships across all levels of the organisation.

## Behaviours

Actively embraces the global SUEZ Leadership Behaviours and Group Values by demonstrating:

- **Shape the Future:** Put our client at the centre of our actions, Design an actionable vision, Make sustainability a key differentiator, Dare to innovate and drive continuous improvement.
- **Make it Happen:** Dare to drive change, be exemplary to aim for success.
- **Collaborate to Elevate:** Always lead in the Groups best interests, Foster Transparency & Networks
- **Unleash the talent of your People;** Trust & delegate, Allow each person to grow, Care for yourself & others.
- **Team Spirit:** Together, we work, we collaborate, we problem solve, we support, we encourage and we celebrate.
- **Respect:** We care, we can be our authentic selves, we're compassionate, we're ethical and we're honest. We act to keep everyone safe and well.
- **Commitment to the Environment:** We preserve, restore and protect our planet. We act to reduce, reuse, recycle and recover resources.
- **Customer Focus:** We're dedicated, focused and creative. We innovate, we advocate and we collaborate with our customers for the environment.
- **Continuous Improvement:** Demonstrate a proactive and collaborative approach to identify and implement opportunities which continually improve business processes, quality and overall performance.

## Knowledge

Comprehensive understanding of national distribution and transport operations.

Strong working knowledge of subcontractor management and compliance frameworks.

Awareness of key health & safety, environmental, and legislative requirements in the logistics industry.

Familiarity with logistics performance management tools and methodologies.

Understanding of the commercial and financial impact of distribution operations.

## Specific candidate requirements

Proactive and results-driven: Takes initiative and ownership to deliver operational improvements.

Resilient and composed: Performs effectively under pressure and during periods of change or disruption.

Collaborative: Builds strong working relationships internally and externally.

Continuous improvement mindset: Constantly seeks smarter ways of working and welcomes feedback.

Customer-focused: Strives to exceed expectations in service delivery and internal support.

Accountable: Takes responsibility for outcomes, regardless of challenges.

Able to travel across regional locations as required to provide planning and leadership support.

Experience in managing or supporting multi-site transport operations.

Comfortable operating in a high-volume, time-sensitive environment.

Capable of deputising effectively and independently in a senior operational role.

## Qualifications

Essential:

Proven experience in a transport, logistics, or distribution operations role at a supervisory or management level.

Strong IT skills including Excel and experience with Transport Management Systems (TMS).

Desirable:

CPC (National) in Road Transport Operations or working towards it.

Qualification or formal training in logistics, supply chain, or business management.

IOSH or other relevant Health & Safety qualification.

**Please note:** The content of this job description reflects the main duties and responsibilities of the job and is not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.