

POSITION DESCRIPTION



This document provides an indicative description of the purpose and accountabilities of the role and specifies competencies required to sustainably attain company objectives. Actual performance requirements and expectations should be included in the annual performance review.

Title and reporting relationships			
Position title:	Despatcher		
Reports to:	As per your IEA	Direct Reports	Nil
Business unit:	HRT	Organisation unit:	As required
Location:	As required		

Role purpose

Ensure the most economic and cost effective freight service within New Zealand, maintaining and exceeding service levels and customer expectations through thorough means of communication with all Hall's staff, owner drivers and customers.

Key Result Areas (measured by KPIs)

- Communication and Teamwork - With Customers, Drivers, Sub-contractors, peers and all people involved in a successful supply chain
- Document control
- Time Management
- Customer Service
- Transport Management System ("TMS")- Knowledge, application and adherence
- Health & Safety

Key Performance Indicators

To be agreed, but will include metrics drawn from:

- Load Utilisation
- Metro and Line haul activities and performance measures
- Operational and service KPI's
- Safety KPIs

Role accountabilities

- Learnings and complete understanding of all dispatching roles being Inter Island, Night Swaps, Service Runs and Metro
- Ensure all fleet is serviced and maintained in accordance with company fleet servicing policies and procedures.
- Cover Dayshift Transport Dispatchers for planned and unplanned leave
- Efficiently and effectively plan freight and dedicated services to align with our freight lanes throughout the North and South Island

- Maximise the operations of both front and backloads for all parties concerned
- Pro-active communication with all stakeholders, customers, staff, contractors, etc., including daily/weekly operational plans, incidents and delivery delays
- Arrange and manage overflow volumes as required to meet delivery times.
- Maintain allocated load and unloading timeframes at the Distribution Centre.
- To communicate on a timely basis all scheduling requests.
- Identify and develop opportunities for efficiency improvements.
- Develop opportunities for improvement in service levels.
- Communicate, co-ordinate and report on all operational issues i.e. incidents where vehicles were delayed, broken down, product damaged etc.
- To ensure that all source and transit documentation is completed accurately and that all information is sent to appropriate companies for charging on a daily basis
- To ensure that incident reports are completed in full and reported
- Maintain use of company Transport Management System (TMS)
- To comply with all parties' Health and Safety procedures and apply the various safety, equipment and staff policies.
- Understand and maintain customer Quality Assurance Policy and procedures.
- Arrange fleet servicing in accordance with company service schedules.
- Co-ordinate the jobs/ consignments for the allocated runs and ensure they are captured within the TMS accurately and fully
- Create delivery manifests for the allocated runs and ensure this information is delivered to the relevant driver, owner driver or sub-contractor
- Ensure all paperwork or tablet information is returned and accurate.
- Ensure all allocated drivers follow Halls Direct policies and procedures and flag any incorrect or poor behaviours or practises with the relevant driver or escalate to senior Operations management
- Daily and weekly reporting is completed
- Ensure proper handovers to/from each shift
- Flexibility to base hours of work in line with areas of cover

The foregoing is an outline of your key responsibilities and expected results. Due to changing circumstances and the COMPANY's desire for constant improvements in systems and processes, you may be required to perform other duties deemed to be within your capability and following consultation with you.

Key relationships	
Internal	External
Regional Manager	Customers
Operations Manager	Contractors
Dispatchers	Suppliers

Customer Services	
Drivers / Owner Drivers	

Health & Safety accountabilities

Hall's Health & Safety Management System outlines the key responsibilities for Managers & Employees. Please refer to this for further information.

Health & Safety

- You must take all practical steps to ensure your own Health and Safety while at work.
- To take reasonable care not to put other people - fellow employees, visitors or contractors at risk by your actions during the course of your work.
- You must use all personal protective equipment provided by the employer.
- To co-operate with the employer and to follow company Health and Safety Policies.
- Not to interfere with or misuse anything provided for your Health and Safety.
- To report any injuries, strains or illnesses you may suffer as a direct result of doing your job.
- To tell your employer if something happens that might affect your ability to work
- If you drive or operate machinery, you have a responsibility to tell your employer if you take medication that makes you drowsy.
- To immediately report any unsafe or unhealthy condition you may identify in the workplace.
- To immediately report any unsafe acts you may witness during the course of your work.

Qualification and experience

Education	<ul style="list-style-type: none"> • 2+ years in a similar role
Experience	<ul style="list-style-type: none"> • Certificate, or higher, in transport operations preferred
Technical/Functional Expertise	<ul style="list-style-type: none"> • Advance Microsoft office skills • Experience with, or exposed to transport management systems
Industry Experience	<ul style="list-style-type: none"> • 3+ years' experience in the Transport Industry

Attributes

Personal Characteristics	<ul style="list-style-type: none"> • Positive Attitude • Ability to think on your feet in a fast paced environment • Excellent communication skills with a variety of audiences • Dedicated, honest and trustworthy
Team Player	<ul style="list-style-type: none"> • Must have the ability to retain skills and knowledge and be willing to take responsibility to keep product/service knowledge up to date • Have the desire and motivation through a positive and supportive contribution to the team

	<ul style="list-style-type: none"> • Contribute to initiatives
Flexible Nature	<ul style="list-style-type: none"> • Understand the need to deliver excellent service 24/7 • Successfully engage in multiple initiatives simultaneously • Embrace technology and continuous improvement
Accountability	<ul style="list-style-type: none"> • Understand and take responsibility for achieving assigned objectives • Deal with issues that are of a tactical routine nature, generally with an impact on day-to-day activities • Understand how role has a direct impact on revenues and customer satisfaction

Value/Mission/Values	
Vision	Become New Zealand's leading Cold Chain Logistics provider, by going beyond the expectations of our people and our customers
Mission	Be in the top 5% safest transport and storage businesses in New Zealand
Values	TRUST and RESPECT each other GROW our people and our business LEAD with uncompromising excellence and ACCOUNTABILITY for our success

Disclaimer	
<p>The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned position. They are not an exhaustive list of all responsibilities, duties, or skills required of the incumbent and due to changing circumstances and Halls desire to constantly improve systems and processes these may be permanently altered in consultation with you. From time to time, you may also be required to perform other duties within your capability outside of their normal responsibilities as needed.</p>	