## Zedify London

416 Union Walk

London

E2 8HP

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www.zedify.co.uk

## Application pack for the post of Operations Supervisor

Dear Applicant,

Many thanks for your enquiry about the above position.

Please find attached a job description. If you think this job is suitable and you can share our ethos, please apply by completing and returning your application along with a current CV by email to: [london@zedify.co.uk](mailto:london@zedify.co.uk).

We will contact you within 3 weeks of your application.

Many thanks for your interest; we look forward to hearing back from you.

Yours faithfully,

Charlie Spicer

Operations Manager

Zedify London

OPERATIONS SUPERVISOR, ZEDIFY

# Job Description

Location: Hoxton hub, London

## Pay range: £23-28,000 DOE

## Hours: 37.5 pw

## In summary

Zedify is shaking things up in the logistics sector by transforming the way first and last mile deliveries are done. Our unique system for consolidated, zero emission deliveries ensures consumers get their items how and when they want, and is helping to create healthier, more liveable cities.

We’re looking for a supervisor to support our wonderful team of riders on a day-to-day basis so that we continue to provide a first-class service to our customers based on good communication and operational excellence. This is a varied role that would suit a very organised person who is keen to make an impact on helping to create London as a truly liveable city. You’ll play a key role in ensuring the smooth growth of Zedify at one of our busiest cargo bike hubs.

## Main Duties and Responsibilities

Operations

* Assist riders in organising routes and supporting them with deliveries in progress. Communicate with them in a timely and efficient manner.
* Ensure riders adhere to H&S guidelines.
* Ensure training records are up to date, and refreshers are done when required.
* Support recruitment and on boarding of new staff
* Assist in creating the rota of the rider’s working times and routes.
* Ensure online systems are updated including our delivery software
* Support the Operations Manager with keeping the facilities clean, safe and tidy.
* Troubleshoot issues that might have occurred with previous deliveries and liaising with customers.
* Coordinate mechanics and riders to find solutions for any mechanical issues
* Be a responsible key holder and ensure start and/or end of day checks are carried out according to defined processes.

Customers

* Be a key point of contact for questions and orders.
* Interact with customers in a polite and appropriate manner.
* Inform customers of any unexpected service changes.
* Work with the Manger to develop customer relationships and opportunities (advertising).

Other

* Support with account management and sales objectives, to ensure consistent growth.
* Act as an emergency rider as needed

## About Zedify

Zedify works by utilising delivery hubs on the edge of urban areas that act as a gateway for small items coming in and out of the area. We re-mode to large electric cargo trikes ensuring we are faster and more agile and can hit the narrow time windows consumers are demanding. By consolidating deliveries going to the same area, we are more efficient.

Zedify was established in 2018 and is a licenced network of independent zero emission delivery operators with a unified brand, business system and shared technology platform. In the past year, we delivered over 600,000 items out of our 10 UK hubs. We will soon be a certified B Corp.

## Skills, knowledge, experience and personal qualities

* An ability to work within a team.
* Someone that can follow instructions with a level of independence.
* Friendly and personable with customers.
* Ability to remain calm whilst delegating tasks to riders.
* Excellent organisation skills.
* Must be able to meet the physical demands of the position.
* Good knowledge of basic computer products particularly spreadsheets
* Experience in the logistics sector a plus
* An enthusiasm for bikes!

The highest ethical standards are required at all times. All dealings and disclosures with customers, riders and others must be consistent, open and trustworthy.

## What it offers

Come and join a small but growing team with a mission to help make our cities healthier and more liveable.

You'll get early responsibility and the work you will do will immediately make a difference.

We’re a fast growing start up and there will be plenty of opportunities to progress

This position will report to the Operations Manager

APPLICATION FORM

|  |  |
| --- | --- |
| **Full Name:** |  |
| **Address:** |  |
| **Home telephone:** |  |
| **Mobile:** |  |
| **Email:** |  |
| **How did you hear about the job?** |  |

# Employment history for Last 5 Years

Please let us know your employment history for the past five years

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| --- | --- | --- |
| **Company Name:** |  | |
| **Company Address:** |  | |
| **Job Title:** |  | |
| **Date From / To:** |  |  |
| **Contact Name:** |  | |
| **Reason for Leaving:** |  | |

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| **Company Name:** |  | |
| **Company Address:** |  | |
| **Job Title:** |  | |
| **Date From / To:** |  |  |
| **Contact Name:** |  | |
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| **Contact Name:** |  | |
| **Reason for Leaving:** |  | |

## Please answer the following questions:

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| --- |
| **What has motivated you to apply for the role and why do you think you’d be good at it?** |
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| --- |
| Are you entitled to enter or remain in the UK and undertake the work in question? *You will be required to provide proof of work eligibility* |
| **Yes / No** |

|  |
| --- |
| Do we need to make any disability-related adjustments to allow you to take part in the recruitment process? |
| **Yes / No** |

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| List any criminal convictions other than “spent” convictions. If none, state “None”. *The information provided will be confidential and will be considered only in relation to this application.* |
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| Privacy notice |
| We process personal data relating to those who apply for job vacancies with us or who send speculative job applications to us. We do this for employment purposes, to assist us in the selection of candidates for employment, and to assist in the running of the business. The personal data may include identifiers such as name, date of birth, personal characteristics such as gender, qualifications and previous employment history.  We will not share any identifiable information about you with third parties without your consent unless the law allows or requires us to do so. The personal data provided during an application process will be retained for a period of at least six months or, if required by law, for as long as is required. |

|  |  |
| --- | --- |
| **Declaration**  The information I have provided is true. I understand that any job offer made on the basis of untrue or misleading information may be withdrawn or my employment terminated. | |
| **Signature:**  *(Digital is ok)* | **Date:** |

## Please email this form to us: london@zedify.co.uk