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**DISPATCH / PACKING TEAM LEADER**

Full-time

**Elevate your career with us!**

**We have an exciting opportunity for an experienced and efficient Dispatch/Packing Team Leader to join our team!**

**About Us**

Leading Image School Photos are the leaders in School Photography.

We are a national brand, with offices across Australia, we pride ourselves on value, quality and service to our customers. Local schools being serviced by local people, developing long and valued relationships you can trust.

Our central production hub is focused on delivering a streamlined, efficient digital lab producing quality products and services to our branches from QLD, NSW to Tasmania. This production hub is part of the Australia wide network joining Central Victoria and Western Australia.

We have an exciting opportunity for a Dispatch and Packing Team Leader to join the team.

**Your New Role**

The Dispatch/Packing Team Lead role will manage the operations procedures of the dispatch/packing department and reports directly the Resource Centre Manager.

* Manage daily tasks and ensure team work to KPIs to meet quotas of jobs sent for the day
* Ensure smooth and efficient workflow throughout the production process
* Manage a mailbox (internal use only)
* Responsible for logistics on ensuring products are delivered in a timely and complete manner
* Work to meet client deadlines
* Develop and maintain company processes and manuals
* Lead and delegate tasks out to your team
* Stay on top of timelines and deliver work in a timely fashion

*Quality Compliance*

* Uphold high standards of quality control and ensure compliance with company standards
* Address any quality issues swiftly and implement corrective actions

*Team Management*

* Lead and motivate a team of packing staff
* Provide ongoing coaching and support to staff within your team for continued improvement
* Provide constructive feedback where necessary
* Run daily team meetings to set schedule to the day, challenges and goals for the week

*Problem Solving*

* Proactively identify operational challenges and report to management to work on solutions
* Maintain hands on approach to managing day to day issues and emergencies

*Communication*

* Liaise with all departments, including production, data, photoshop and printing to ensure reprints are prioritised
* Foster a collaborative work environment that encourages efficiency and team work

*Reporting and Analysis*

* Monitor workflow and output and report back to management
* Report any staff feedback back to management

**What do we need from you?**

Attitude is everything! We look for people with drive and passion for what they do. If you believe you have the following attributes, then this job is for you:

* Previous experience in leading a team in dispatch / packing is crucial
* Effectively handle multiple tasks and work calmly under pressure with your exceptional organisation, prioritisation and multi-tasking ability
* Excellent team player and collaborator
* Demonstrated self-motivation and excellent initiative
* Proactive and enthusiastic to learn attitude
* Excellent communicator (both written and verbal)
* You genuinely thrive and enjoy working in a busy, fast-paced, diverse role
* High attention to detail and accuracy is crucial in this role
* Solution focused and can think on your feet quickly
* A can-do attitude

**Why Join Us?**

* We'll invest in you. Plenty of opportunities for training, developing skills, learning, upskilling and activities to help you connect and grow.
* Be a part of a passionate and inclusive team, that values each team member’s contribution to providing quality and exceptional photography services
* Be a part of a National Company
* A positive and supportive workplace culture
* 5 weeks Annual Leave + 12 days Time in Lieu (TIL)

**We'd love to hear from You!**

If you're interested in this position and have a suitable background and the skills to match for this role, we encourage you to Apply Now.

Please submit a resume and cover letter outlining your experience and why you believe you are the perfect fit for this role.

***Please note applications with a cover letter addressed to “The Resource Centre Manager” along with an updated resume will be considered.***

***Due to a high volume of applications only shortlisted candidates will be contacted.***

***You must have the right to work in Australia to be considered.***