

## Warehouse Team Leader

**Brand:** Matthew Clark

**Job Family:** Logistics

**Report To:** Warehouse Manager

**Sub Family:** Logistics

### Purpose

To manage the depot operations on a shift basis, within agreed customer service and key performance indicator targets.

### Core Accountabilities

- To ensure that inventory is put away, picked, checked and loaded in an efficient and effective manner. Complying with all appropriate procedures, to meet customer service and KPI targets.
- To constantly monitor levels of efficiency (KPI's) identifying areas for continuous improvement.
- To ensure adherence to Standard Operating Procedure (SOP), using them to plan and lead the teams Working practices
- Together with Depot Manager produce annually an achievable budget for area of responsibility and a Cohesive strategy to accomplish it
- Ensure all equipment (including property, vehicles, mechanical handling equipment and racking) is operated in a safe and effective manner, with cognisance of any statutory requirements, and in Accordance with Company Policy.
- Ensure all operations staff receive appropriate training before commencement of duties, maintain detailed records and identify any further training or retraining needs for staff.
- Undertake manpower planning on a daily basis to ensure that appropriate levels of suitably skilled staff are available to meet operational requirements.
- Undertake transport planning on daily basis to ensure that an appropriate fleet is deployed to meet Customer service requirements, whilst minimising costs of delivery.
- Manage employee relations, using a Quality Management Culture, working within the established Company Terms and Conditions of employment and a cross-functional environment.
- Establish and maintain industry-leading standards of housekeeping, ensuring that all activities undertaken on the site comply with all relevant Health & Safety and Fire regulations.
- Inspect all equipment on a regularly basis, in accordance with Company and statutory regulations, record any damage and take appropriate remedial action.
- Ensure that the Stock Controller is informed of all stock breakage's, or other stock variances, in a timely manner.

### Experience, Skills and Knowledge

- Experienced people manager
- Knowledge of warehouse management systems
- Record of achievement in career to date
- Extensive Health & Safety knowledge
- Excellent presentation and negotiation skills
- Must be numerate – able to evaluate and draw conclusions from data

### Qualifications & Education

- Degree Level or Equivalent
- IOSH Managing Safely Certificate

### Our Values

#### Passion

We tackle challenges and opportunities with passion and enthusiasm. Across the business we have fun whilst we do it.

**Agility**

We are always flexible to the needs of the business. Our people generate innovative ways of working. In return our leadership embrace new ideas and opportunities.

**Team Work**

We work as one team to achieve a common goal. We support our customers, our retail Franchisees and each other.

**Customer Focus and Excellence**

We make a difference by going the extra mile for our customers and each other.