# Warehouse Team Leader Days

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| Brand: Report To:  | Matthew ClarkWarehouse Shift Manager Days | Job Family:Sub Family:  | Logistics Logistics  |

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| Purpose |
| The job holder will ensure the smooth management of the warehouse operation, with responsibility for the delivery of cost, service, compliance, people KPIs – in line with company and legal standards and requirements.Responsibility for the warehouse day shift with a support and deputy role for Warehouse Shift Manager as required. |
| Core Accountabilities |
| **Cost**• Manage the usage of labour, adjusting plans to ensure tasks are covered effectively• Ensure all inbound goods are managed to the highest standards in terms of quality and accuracy **Service**• Proactive communication with internal and external customers and suppliers, line manager and customer service team regarding operational issues• Responsibility for the delivery of daily and weekly plans to ensure workflow continuity in the warehouse supply chain* Ensure that all processes, procedures, and training, relating to the operation, are adhered to by the team

**Compliance**• Ensure compliance with all quality and legal documentation and standards• Accurately complete relevant audits set out by the management team and company compliance departments* Support the management team in ensuring the department and depot are compliant in all areas

• Monitor and maintain housekeeping standards in the department. Identify, eliminate, isolate, or minimise workplace hazards**People**• Identify employee training requirements including mandatory regulatory training• Ensure investigations into accidents and incidents are completed effectively and there is a follow up on corrective action with communication to the wider team• Proactively ensure people management issues are identified and reported to the line manager* Assist line manager with people management processes

• Ensure consistent communications across the team and develop and maintain relationships with other departments **Leadership**• Act following the company’s values and management principles within the department• Provide the team with expert knowledge, advice, leadership, motivation and addressing areas for improvement• Provide practical solutions to operational challenges and take ownership of problems and deal with them effectively • Create and maintain a positive, safe, and productive working environment• Continually review ways of improving the operations in all areas, generating new ideas and actively implementing and promoting change |
| Key Relationships  |
| Internal * Transport
* Stock
* Admin
* Customer Care
* Sales
* HR

External* 3rd party logistics
* External contractors
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| Experience, Skills and Knowledge  |
| **Experience** • Experience in a management role within a fast moving and changing work environment such as FMCG or logistics • Experienced in leading and inspiring teams**Skills/Behaviours**• Passionate, hands-on approach to providing a premium service to internal and external customers • Team player role model who leads by example and can motivate, coach, and develop team members • Able to manage targets and KPI’s• Able to solve problems and generate innovative solutions• Able to multi-task in a pressured environment and work to tight deadlines• Able to plan, organise and delegate effectively with attention to detail – methodical and logical in work style• Highly motivated and driven in maintaining the highest standards in quality and Health & Safety • Effective communication skills – able to communicate effectively at all levels with good verbal and written English* Must be flexible with work patterns as the role may require management at different times of the working day

• Positive approach and completion of any reasonable task requested by the management team**Knowledge**• Warehousing systems* Cost control
* Health and Safety
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| Qualifications & Education |
| * IOSH Working Safely - desirable

• Reach and Counterbalance MHE Licence - essential* Proficient in MS Office Suite – essential
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