**ROLE PROFILE**

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| **Role Title** | Warehouse Team Manager | **Location** | Depot |
| **Business Unit** | Logistics | **Job Family** |  |
| **Reports to Role Title** | Warehouse Operations Manager | **Sub Family** |  |
| **No.Direct Reports** | 10-15 | **Channel**  |  |
| **No.Locations** | 1 | **Financial** |  |
| **Business Unit Respons.** |  | **Other** |  |
| **PURPOSE** |
| The job holder will ensure the smooth management of the warehouse operation, with responsibility for the delivery of cost, service, Health and Safety, regulatory and company policy compliance, people KPIs – in line with company and legal standards and requirements.Responsibility for the warehouse shift they are working on with a support and deputy role for Warehouse operations Manager as required. |
| **CORE ACCOUNTABILITIES** |
| **Cost**• Manage the usage of labour, adjusting plans to ensure tasks are covered effectively• Ensure all inbound or outbound goods are managed to the highest standards in terms of quality and accuracy * Work with the stock investigation team to ensure any variances are investigated with implementation of corrective actions

• Ensure that the department and depot achieve the company quality targets whilst operating within productivity targets**Service**• Proactive communication with internal customers and suppliers, line manager and customer service team regarding operational issues• Responsibility for the delivery of daily, weekly, and monthly plans to ensure customer and company needs are met• Implement effective change to facilitate customer requirements* Ensure the warehouse is operationally ready and compliant to the required standard to ensure a safe working environment and a clean handover to the proceeding shift
* Assist the Warehouse Operations Manager in preparing detail for monthly reports
* Assess ways of working to achieve optimal performance from the team and operational needs
* In liaison with the stock integrity team, review the warehouse layout, based on inventory changes to optimise the efficiency of the inbound and outbound operation

**Compliance**• Accurately complete relevant warehouse and Health & Safety audits through to corrective action, sign off and implementation of any required changes• Ensure compliance with all quality and legal documentation and standards• Ensure customer and company requirements are observed by monitoring the adherence to company policies and procedures• Monitor and maintain housekeeping standards in the department. Identify, eliminate, isolate, or minimise workplace hazards**People**• Proactively manage team members’ performance• Identify employee training requirements including mandatory regulatory training* Provide or arrange relevant training to team members to ensure compliance as well as development

• 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 effectively dealt with• 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 |
| **CONTACTS/ KEY RELATIONSHIPS & NATURE OF INFLUENCE** |
| Internal * Transport
* Stock Integrity
* Admin
* Customer Care
* Commercial
* HR

External* 3rd party logistics
* External contractors
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|  | **KNOWLEDGE/ EXPERIENCE/ SKILLS** |  |
| **Experience** • Experience in a management role within a fast moving and changing work environment such as FMCG or logistics • Experienced in managing, developing, and inspiring teams**Skills/Behaviours**• Passionate about providing a premium service • Team player role model who leads by example and can motivate, coach, and develop team members • Proven people management skills e.g., dealing with performance issues, grievances, and team building • 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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|  **PROFESSIONAL QUALIFICATIONS & EDUCATION** |
| * IOSH Managing Safely – desirable
* Reach and Counterbalance MHE Licence - desirable

Proficient in MS Office Suite – essential |
|  | **TECHNICAL/ BEHAVIOURAL/ PERSONAL COMPETENCIES** |  |
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| **Job Code** |  | **Reward Level** |  | **TW Grade** |  |
| **Salary** **Survey Ref** |  | **Career Level** |  | **Date Created** |  |
| **Salary Min** |  | **Salary Mid** |  | **Salary Max** |  |

Back Office Use only