**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 | | | | | |
| **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