

## Warehouse Team Leader

**Brand:** Matthew Clark

**Job Family:** Logistics

**Report To:** Warehouse Manager

**Sub Family:** Logistics

### Purpose

To lead a warehouse picking team ensuring they efficiently complete their duties in order to achieve agreed customer service and productivity targets.

### Core Accountabilities

- Assign work to the warehouse operation with defined levels of performance, both quantitative and qualitative, following up on actual performance taking corrective action as required.
- To ensure that inventory is put away picked, checked, loaded and replenished in an efficient and effective manner, complying with all appropriate procedures, to meet customer service and KPI targets.
- Able to use in house systems to check and hunt down Out of Stocks, Look up Products, Pick Locations, Load Vehicles, and Ship Loads.
- To ensure adherence to Standard Operating Procedure (SOP) using them to plan and lead the team working practices.
- To ensure all equipment (property, vehicles, mechanical handling equipment and racking) is operated in a safe and effective manner, with cognisance of statutory requirements, and in accordance with Company Policy.
- Ensure all operations staff receive appropriate training before commencement of duties, maintaining detailed records and identify further training / retraining requirements.
- Train all Temporary Staff (Agency) Picking, Loading, Manual Handling, Security and Health and Safety
- Maintain the agreed high standards of housekeeping, ensuring that all activities undertaken on site comply with all relevant Health & Safety and Fire Regulations.
- To ensure that all administration related to the running of the warehouse is completed accurately and on time.
- Inspect all equipment on a regular basis in accordance with Company and Statutory regulations, record any damage and take appropriate remedial action.
- Assisting with Employee relation matters, eg: - Carry out Disciplinary / Capability Investigations, Note taking at Disciplinary and Capability meetings.
- Carry out 1-2-1s with operatives supplying feedback, dealing with issues as they arise and being pro-active on the shift to identify any potential issues and dealing with them appropriately.
- Provide cover for the Warehouse Controllers as required.

#### KPIs

- Assist the Warehouse Manager to achieve the depot KPI Packs
- Ensure shift meets the required standards of Health and Safety
- All MHE correctly issued and recorded
- Operatives are trained to required standard
- All loads completed and despatched ready for the next delivery day

### Key Relationships

#### Internal

- Warehouse Manager
- Warehouse Controllers
- Distribution Manager
- Distribution Controllers

#### External

- Matthew Clark Contractors

## Experience, Skills and Knowledge

Experience of Warehouse Management and WMS.

## Qualifications & Education

Ideally hold Reach and Counterbalance Licenses.

## 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.