



JOB DESCRIPTION

Job Title **Warehouse Manager**

Department **Warehouse**

Location **Park Royal, London**

Overview of role

The Warehouse Manager is fully responsible for delivering operational excellence within the distribution centre. The Warehouse Manager also has full accountability for ensuring costs, internal metrics, safety and customer delivery measures are met within the distribution centre and for delivering an exceptional level of service to customers. The Warehouse Manager will be responsible for delivering continuous improvement programmes including; reducing cost, system and process improvements, improving service and building team capabilities.

The successful candidate must be a strong 'people' manager, with experience in warehousing, logistics and distribution, who can initiate and lead inclusive change programmes. The current team is very diverse and also includes some temporary resource which must be managed effectively to manage the operational peaks.

The ability to motivate, lead and challenge existing process is key for this role, as the organisation is undergoing significant change and growth plans. Candidates will need experience of working through a change management process within an organisation.

The role offers masses of variety and is suited to someone who is looking for a role which will be both challenging and rewarding. The role will encompass aspects of warehousing and distribution, as well as project and change management. The ideal candidate will be highly driven, demonstrate a high level of pace, energy and ambition, with the skills and experience to lead the team and operations successfully. Deputation for the Supply Chain Director will also be a key element of this role as well as working closely and cohesively with the Distribution Manager and other key departments and colleagues.

The immediate priorities for this role are:

- Delivery of strategic change plans for Operations
- Optimising Operations
- Building a team for the future
- Health and Safety and Business Continuity ownership

Scale

- 50 Warehouse Operatives plus agency labour
- Warehouse operational 24hrs per day, 7 days a week



Duties & responsibilities

- Accountable for ensuring company operating metrics within the distribution centre are delivered and correctly reported, including: cost per case, on time customer deliveries, cost per drop, OTIF.
- Ensure distribution centre costs are managed to budget, with appropriate colleague shift planning and scheduling to meet anticipated activity levels.
- Develop, implement and communicate KPI's used to measure and evaluate processes and outcomes.
- Ensure personal and collective actions taken within the distribution centre are in the best interest of the Company as a whole.
- Ensure the distribution centre complies with internal audit processes and stock take procedures.
- Improve the operational effectiveness and efficiency of the distribution centre and develop a culture of lean operational excellence.
- Ensure company policy and processes are implemented and adhered to.
- Ensure all processes are compliant to HMRC excise warehouse requirements.
- Ensure compliance with all systems, procedures and processes.
- Ensure compliance to E&C health, safety, environmental and quality procedures.
- Represent the Company and values of the business and portray a professional and business like image to all customers, potential customers and other people met in the course of work.
- Negotiate and manage the relationships with all carriers and warehouse equipment suppliers, ensuring that our service levels are maintained whilst obtaining excellent price levels.
- Ensure optimum layout of the distribution centre along with effective logistical strategy to achieve the highest rates of picking & accuracy and make the best use of the space available.
- Lead the continuous review and development of warehouse and transport standard operating procedures to improve efficiency and reduce errors.
- Work closely with the Distribution Manager to ensure seamless integration with the transport operation; improving service and reducing costs amongst own drivers and contractors.
- Undertake contingency planning.

Team Management

- Ensure appropriate training plans are in place for all colleagues to ensure their skill and competence meet their job role requirements.
- Ensure the distribution centre operates safely and that all colleagues are aware of their personal obligations and commitment to being serious about safety.
- Promote teamwork and collaboration across the distribution centre.
- Implement performance management processes, collaborating with HR to address issues such as disciplinaries, grievances, absence management etc.
- Communicate effectively at all times - holding regular organised meetings, as well as ad hoc "catch ups" with your teams to help them understand their key priorities.
- Lead, coach and motivate the distribution team to deliver exceptional customer service.
- Ensure regular performance reviews are undertaken with colleagues within the distribution centre.



- Escalate any performance issues rapidly and sensitively
- Work with the HR department to recruit for new positions

Person Specification

- Minimum three years operational management experience, preferably in a multi-functional responsibility role.
- Operational experience gained within a fast-paced environment with both warehouse and transport operations.
- Financial understanding and cost management.
- High energy, focused leader with the ability to drive through change.
- Able to ensure all processes are geared towards achieving Company strategy.
- Able to challenge accepted norms and practices and facilitate innovative solutions to problems.
- Highly developed people skills, strong communicator at all levels, ability to bring people on a journey.
- Strong organisational skills, with the ability to prioritise long term projects whilst meeting short term demands.
- Experience of managing and developing people within a process management environment.
- Experience in dealing directly with the customer and their management team.
- Able to demonstrate core management skills including self-management, resource management, managing and developing people and communication.
- Able to design, deploy and evaluate depot-based strategies to ensure effective co-ordination of the processes.
- Able to deploy effective risk management.
- Excellent written and verbal communication and presentation skills.
- Able to work under pressure and to agreed deadlines.
- Manages and exceeds internal and external customer expectations.
- Shift planning and people planning.
- Experience leading a senior team and developing talent for the future.
- Knowledge of appropriate legislation and its impact on operations.
- Robust understanding/knowledge of logistics and warehousing methods and techniques.
- Experience of system implementation and process improvement would be highly advantageous.