# Warehouse Shift Manager Lates

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| Brand:Report To: | Matthew Clark  Warehouse Logistics Manager | 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 late shift with a support and deputy role for Warehouse Logistics Manager as required. |
| Core Accountabilities |
| **Cost**  • Manage the usage of labour, adjusting plans to ensure tasks are covered effectively  • Ensure all outbound goods are managed to the highest standards in terms of quality and accuracy   * Work with the stock 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 and external 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 Logistics 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 and facilities team, review the warehouse layout, based on inventory changes to optimise the efficiency of the inbound and outbound operation   **Compliance**  • 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  • Accurately complete relevant warehouse and Health and Safety audits through to corrective action sign off and implementation of any required changes  • 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 |
| Key Relationships |
| Internal   * Transport * Stock * Admin * Customer Care * Sales * HR   External   * 3rd party logistics * External contractors |
| 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 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 |
| Qualifications & Education |
| • IOSH Managing Safely – desirable   * Reach and Counterbalance MHE Licence - desirable * Proficient in MS Office Suite – essential |