

JOB DESCRIPTION

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| JOB TITLE: | Warehouse Manager |
| NAME OF JOB HOLDER: | |
| BUSINESS ENTITY: | Carpet & Flooring – Birmingham Branch |
| JOB HOLDER'S MANAGER: | National Operations Manager |

OVERALL PURPOSE OF THE JOB

Lead and motivate warehouse personnel in the pursuit of excellence in service, cost management and safety.

To effectively manage warehouse change and process improvements through adoption of best practice and by using systems to advantage.

To drive the optimisation of Warehouse Operations in Birmingham, providing a high level of service to all customers (both internal and external).

Ensuring there is consistency of approach, bringing professionalism to the Warehouse Operations.

KEY RESPONSIBILITIES

Reporting directly to the National Operations Manager, day to day running of the warehouse and driving best practice across the warehouse operation whilst ensuring a strong and positive H&S culture is embedded and full legal compliance maintained.

Leadership, management and development of the warehouse team, ensuring that the team are multi skilled in all disciplines, providing a flexible workforce that can adapt to changes to meet business requirements.

Ensure all operations staff receive appropriate training before commencement of duties, maintain detailed records and identify further training or retraining needs for staff.

Control of warehouse operational budget and reporting spend analysis monthly.

Develop clear and accurate productivity and efficiency KPIs to manage and improve the productivity of the workforce.

Review warehouse operations process to drive efficiencies in best practise, customer service and reduce waste and overtime. This will include but not limited to Goods-in, put away, replenishment, picking, marshalling, loading, and shipping.

Oversee inventory control, adjustments and cycle count process. Reporting daily any issues with stock.

Ensure all equipment (including property, vehicles, mechanical handling equipment and racking) is operated in a safe and effective manner, with cognisance of any statutory requirements, and in accordance with Company Policy.

Create a 'customer experience' mind-set within the warehouse teams and ensure great service is recognised. Reporting daily any issues effecting customer orders.

Ensure all warehouse employees comply with corporate policies and procedures.

Primary key holder with call out responsibilities.

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KEY RELATIONSHIPS

- Branch Director
- National Operations Manager
- Transport Manager
- National Operations Risk Manager

KNOWLEDGE & EXPERIENCE REQUIREMENTS

IOSH Managing Safely (essential)

5 years career experience in management positions in Warehousing

Extensive experience of grievance and disciplinary handling

Change Management

Systems expertise in ERP, Warehouse Management Systems

Strong communication skills

Commercial awareness of overall business performance as well as branch performance.

A strong Customer Focus (both internal and external) and a commitment to quality, excellence and continuous improvement.

Extremely well organised

Resilient

Signed..... Print.....Date.....

If you believe you have the required skills and experience to be considered for this position, please submit your CV and covering letter to Peter Housden, HR Manager.

Peter.housden@carpetandflooring.co.uk