
Job Description

Job Title	Warehouse Supervisor	
Department	Operations	
Location	Corby	
Reports To	General Manager	Date Prepared: 31/05/17
Direct Reports/Subordinates: Team Leaders, Warehouse Operatives		
Key Relationships: Internally: Team Leaders, Warehouse Operatives, All Managers, and Account Managers.		
Main Purpose of Role The main purpose of this role is the organisation and efficient running of the shift and achieve the daily schedule and despatch targets. Follow the process Plan – Organise - Measure - Adapt		
Key Tasks & Accountabilities:		
MANAGE Supervising and Leading the Team to ensure that:		
<ul style="list-style-type: none"> • SOP's are followed. • KPI's for the Team & Individual Operatives are achieved hourly /daily. • All NCS Contract requirements are achieved. • Weekend operations manning requirements are covered, supervised and delivery targets are achieved. 		
SAFETY		
<ul style="list-style-type: none"> • Maintain a safe working environment at all times, ensures compliance to the Company and legislative Health & Safety policies, procedures, standards and regulations, incident reporting process and delivers TBT. 		
PLAN		
<ul style="list-style-type: none"> • To effectively plan/manage workload of team and ensure that work is delegated to team efficiently to achieve performance targets. • Liaise effectively with planning function & Account Management to maximise throughput and capacity. • Liaise with Transport to co-ordinate jobs to ensure maximum output and trailer usage. 		
ORGANISE		
<ul style="list-style-type: none"> • Ensure that all equipment & facilities are available to operate the shift, progress any issues and makes necessary adjustments accordingly. • Ensure accurate recording, and the necessary daily reports are compiled and on time. • Manage the set-up process and its accuracy to maximise productivity and throughput. • Develop, implement and review Standard Operating Procedures for all operations within the remit of the role. • Regular contact with Transport dept to ensure service requirements are communicated and understood. 		
MEASURE		
<ul style="list-style-type: none"> • Ensure that the Team Leader and Warehouse Operatives perform their job roles per the appropriate job descriptions. • Report effectively on performance as directed. • Ensure processes are adhered to & promoting accuracy within the department. • Reporting daily on Transport service results / issues. • Manage staff performance effectively with support from HR. 		

ADAPT

- Review & revise manning levels during the shift to maximise performance and minimise operating costs.
- Adjusts plan to reflect transport / supply/ processing issues.
- Reacts to MHE issues.
- Explore and introduce methods to improve productivity / efficiency and eliminate waste.

PEOPLE & TRAINING

- Coach, lead & train the Team Leader and Warehouse Operatives to perform to the standards required and ensure that accuracy of recording is consistently achieved.
- Ensure that new employees and internal transfers into the shift receive dept/ shift induction and receive and sign off SOP and TBT.
- Develop a highly engaged people culture, in order to engage, retain and develop employee resources across the Operations team.
- Conduct Return to Work interviews with staff
- Conduct Record of Conversation interviews with staff.
- Disciplinary actions as required under guidance from HR.
- Holiday sign off based upon guidelines.

GENERAL

- Hygiene/housekeeping duties – ensuring at all times the working area and loading bays are clean and tidy.
- Undertake any other duties which may be required as directed by management.

Daily Measures

- **Plan** – Ensure the shift is productive and adjust manning accordingly
- **React** – Understand how to rectify all problem stock
- **Manage** – Ensure that the on hold stock and on hold log is accurate
- **End of Shift** – Complete Full Shift Searches / Handover on email and to on coming Supervisor
- **MHE Checks** – Report any MHE defects to relevant company – Midland/Linde – updating the MHE log
- **Maintenance** – Produce Maintenance Requests for all issues within the Warehouse have all relevant documentation completed.
- **Productivity** – Provide list to Manager of any non-producing staff for Productivity report
- **Poor Performers** - reporting of action taken
- **Health & Safety Walk** - to be completed
- **Incident Reports** - Complete and issue as & when required within timescale

Person Specification:

Behaviours:	<ul style="list-style-type: none"> • Enthusiastic and self-driven. • Wants to make a difference • Determined • Embraces change • Focused on achieving KPI'S • Leadership and Values
Skills	<p>Essential:</p> <ul style="list-style-type: none"> • The ability to be organised and accurate while working in a busy environment. • Excellent communication skills, ensuring you can communicate with all key relationships in a professional manner • Ability to make decision and to use your own initiative • Record of Cultural / Engagement improvement
Knowledge	<p>Essential:</p> <ul style="list-style-type: none"> • Excellent knowledge of warehouse processing
	<p>Preferred:</p> <ul style="list-style-type: none"> • Understanding of the distribution / warehousing industry
IT Skills & knowledge	<p>Essential</p> <ul style="list-style-type: none"> • A good understanding of excel and Microsoft office
	<p>Preferred:</p> <ul style="list-style-type: none"> • Previous experience of working on a database driven stock management programme - Red Prairie
Qualifications	<p>Essential:</p> <ul style="list-style-type: none"> • Level 2 Literacy, Numerical & ICT • Relevant practical experience if not qualified
	<p>Preferred:</p> <ul style="list-style-type: none"> • NVQ Level 2 Management and Leadership • NVQ Level 2 in Warehouse / Process management • NVQ Level 2 in Business Improvement Techniques
Potential Career Progression	<p>Possible next role/s. – based upon personal development and performance</p> <ul style="list-style-type: none"> • Operations Management