

**Job title:** Goods In Warehouse Manager

**Function:** To manage the Goods In Team to achieve smooth and efficient flow of product from our suppliers and through warehouses.

**Lines of Communication**

- Upwards – Operations Manager
- Internal – Goods Out Team, Inbound Logistics Coordinator, Operations Administrator, Internal Account Support, QSHE Manager

**Hours of work:** 42.5 hours per week (08:00-17:00 or 07:00-16:00 with x2 15mins and x1 30mins daily breaks)

**Location:** Warehouse – Dorset Business Park (DBP)

#### Live the Tower values:

- Role model. Understand our values and manage behaviour accordingly.
- Celebrate success. Recognise when others get it right.
- Reinforce our values. Speak up when Tower's values are challenged.
- Show brand customer passion. Bring a fascination for customers and brands.
- Demonstrate integrity. Earn the respect and trust of those you work with.
- Show pride in working for Tower. Be rightly proud of your own and the team's accomplishments.

#### Duties

With a focus on Goods In activities at our DBP site the Manager will:

- Manage operational activities to achieve timely processing of goods received and maintain outstanding stock accuracy in line with team metrics (Goods Received/Outstanding, Stock Accuracy, Health & Safety, Team Output)
- Maintain a working structure for safe operational activities
- Follow good warehouse keeping practises (a place for everything and everything in its place)
- Conduct regular toolbox talks to the team
- Input into and updates of Risk Assessments
- Manage corrective and/or preventative actions for safety, environmental or quality related items
- Create and/or maintain Standard Operating Process (SOPs) / Procedures

- Ownership of team Skills Matrix
- Conduct regular 1-2-1 meetings with team members and annual appraisals
- Planning team workload and approval of annual leave and training requirements
- Manage unplanned absence and conduct return to work reviews
- Coordination and input with Administrator/Coordinator for preparation of work for deliveries (unloading schedules, documentation issues, etc)
- Identify and track operational improvement opportunities
- Escalation of issues impacting safety, the team and material availability
- Communication with freight providers and external warehouses
- Input into site stock cycle counting process
- Deputise for the Operations Manager in their absence
- Other operational duties as directed.

### **Skills & Experience**

- Intermediate in Excel, Word and Outlook
- Ideal: Supervisory/management of warehousing/goods handling team
- Ideal: IOSH Managing Safely
- Ideal: Dangerous goods for logistics training
- Excellent attention to detail maintaining accurate records
- Understanding of 5S/6S or continuous improvement structures
- Strong communication skills both written and verbal.

### **Personal Attributes:**

- Displays passion for Tower's mission and vision
- Possesses high standard of integrity
- Values collaboration and team building
- Strives for high-quality work
- Displays problem-solving and critical thinking skills
- Self-starter/proactive with a 'can-do' attitude.

Last updated: February 2026