

Warehouse Manager

Job title: Warehouse Manager

Function: To manage and lead operations shift teams ensuring all Safety, Quality and performance targets are achieved.

Ensure the accurate receipt of stock and safe storage of product and pick / dispatch of all customer orders in line with the customer delivery promise and agreed SLA's.

Work closely with Customer Services and Suppliers to guarantee correct specifications and ensure supplies level are maintained.

Participate as a key member of the Operations management team ensuring that Tower Supplies KPI's are met whilst implementing plans to continuously improve.

Lines of Communication:

- Upwards – Operations Director
- Laterally – Warehouse Managers

Responsibilities:

- Team Leaders, Operatives

Hours of work: 42.5 hours per week

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

- Ensure Health and Safety rules and policies are followed and adhered to at all times.
- Ensure all matters regarding Health and Safety are communicated and reported appropriately.
- Maintain the highest standards of housekeeping ensuring 5S principles are standard practice.
- Ensure all warehouse and badging staff carry out their duties in line with Tower Supplies Policies, ISO procedures and approved training guides.
- Review and implement processes to ensure that efficient operational practices are employed and encourage a culture of 'right first time'.
- Responsible for the supervision, management, and development of allocated operational teams.
- Conduct monthly documented 121 with all members of the team as part of Operations KPIs and team development.
- Produce and implement resource plans ensuring staffing levels are aligned with the plan / demand and budget to meet SLA's and delivery of projects within the agreed time frames.
- Responsible for the recruitment, development, and performance management of your teams.
- Manage absence, ensuring timely return to work meetings with all absent staff.
- Understand (Expert) Tower supplies computer system to allow the accurate and efficient processing of all tasks.
- Ensure all machinery (MHE), equipment and vehicles are fit for purpose, service contracts are in place and preventative maintenance and repairs are carried out in a timely and efficient manner.
- Ensure the QC checks are carried out to the highest level of accuracy and records stored in line with ISO procedures.
- Ensuring operational area meets required KPI's in a timely matter.
- Provision of management reports, KPI's and detailed data views and analysis.
- Ensure all essential tasks ("A") assigned to you are completed daily, weekly and monthly as required.
- Any other duties as may be required from time to time.

Qualifications & Experience

- Preferred, a minimum of three years warehouse/operations.
- Management experience within a fast-moving environment with a focus on customer satisfaction.
- extensive knowledge of warehouse/operations methodologies such as lean, Six Sigma and 5S.
- Experience people manager with good leadership capabilities

Personal Attributes:

- Dynamic approach to problem solving
- Energetic and leads from the front with the team.
- Self-starter – motivated and well organised.
- Results orientated with a ‘can do’ attitude and outline.
- Focus on achieving the business goals and delivering customer satisfaction.
- Naturally forward planning, logical structured thinker.
- Comfortable challenging the status quo; creative approach to people and process management.

Behaviours:

- Place customers at the centre of everything we do.
- Behave as one team, one company and be aligned. Make the Company mission on behalf of our customers your mission and align with our organisational values.
- Speak your mind, challenge and advocate for best in service customer management.
- Be accountable for your own mandate. Look internally first for the reason ‘why’.
- See failure as an opportunity learn and do things differently next time.
- Be data-driven and focussed on defined outcomes. But if the data isn’t available, go with the logic and trust yourself.
- Have a bias for action, pursue performance excellence (‘get stuff done and do it well’).
- Review performance regularly, giving and receiving feedback as a learning exercise.
- Work safely, neatly and tidily to Tower Supplies and OH&S standards.

This job description is a general guide and may evolve to meet the changing needs of the company.

Last updated: November 2024