

Job title	<i>Warehouse Team Manager</i>
Reports to	<i>Operations Manager</i>
Location	<i>Milton Keynes</i>
Key interface	<i>Operations Managers / Warehouse Team Managers /DC Supervisor / H&S / HR</i>

Job purpose

To ensure that the Warehouse operation completes the daily workload and fulfills the DC targets and requirements by monitoring and managing warehouse operatives within the designated team and by applying the principles and directions of the SOP's.

To support other Warehouse Team Managers and Line management in the completion of their duties and responsibilities. Ensure compliance to company standards and procedures throughout the warehouse and distribution function. To communicate effectively and efficiently with all key interfaces regarding progress and potential problems.

Key duties and responsibilities

- To plan, organize, manage, and control the daily workload of the Warehouse operatives allocated to the Warehouse Team Managers area of responsibility to also include a weekly client cycle count program.
- To monitor and improve the efficiency of the warehouse operatives, ensuring that all possible effort is made to attain targets set by the company and line management.
- To attend and participate in daily briefings and communications with the team to ensure the warehouse operatives are fully apprised of the daily and weekly tasks as they arise.
- To assist the Operations team with the efficient completion of their work assignments through hands on leadership and management.
- Ensure all relevant warehouse operatives have received adequate training in equipment and system usage.
- Assist in the training of employees as required, including all new employees.
- Work closely with HR to monitor and manage employee attendance, performance, PDP's, and any other Employee Relations issues.
- Attend meetings as required by line management.
- Ensure all Daily Shift reports as requested are completed and submitted in a timely manner.

- Ensure full cover for team activity and support other team managers and line management to cover holiday to ensure all duties can be completed.
- To ensure that all warehouse operative's attendance and timekeeping, including break times, are in line with Company regulations.
- To ensure that Company Health and Safety standards are enforced and upheld throughout the warehouse and associated areas and that any infringement is halted and reported immediately to H&S and the appropriate Warehouse Team Manager.
- To ensure that the warehouse is maintained in a clean and orderly manner and corrective action is taken where necessary.
- Act as a liaison between management and employees in identifying, documenting and resolving operational issues.
- Carry out all responsibilities in a professional manner showing due regard and respect to all other members of the SEKO team, our customers and all other persons that you may come into contact with in completing your duties.

Qualifications & key skills

- Leadership with ability to motivate and manage a team.
- Proven ability to coach and develop others.
- High degree of integrity and honesty in all dealings.
- Excellent analytical, interpersonal, organisational and communication skills.
- Set an example for team members and organisation as a whole of commitment, work ethics and habits and personal character.
- Ability to work under pressure applying attention to detail.
- IT literate in MS Word & PowerPoint with excellent (intermediary) experience on EXCEL (Mandatory).
- Data manipulations skills in excel, pivot table and v lookup.
- Ability to review and amend processes.

KPI's

- Stock accuracy
- Resource planning and management vs volume
- Health & safety compliance
- Daily targets

Other Duties

- To apply, promote and practice site rules and regulations.
- To apply, promote and practice Health and Safety instructions and regulations.
- To apply and promote all Statutory requirements as instructed.
- Embrace, demonstrate and promote good customer service at all times.
- Undertake a programme of personal development in line with the company process.
- Undertake any other duty deemed reasonable by your manager.
- To know, understand promote and enhance all elements of relevant SOPs for the role including: Communications, analysis toolkit, Reporting, Long term capacity planning, Short term capacity planning, stock counting routines.

Working conditions

Working conditions may include regular evening and weekend work, shift work, working outdoors, working with challenging clients, and in a highly targeted fast paced environment. The job holder is required to adequately manage themselves in a fast paced and highly targeted work environment and to escalate any operational restraints or concerns.

Physical requirements

This role requires particular physical attributes due to its nature and tasks. A standard of physical health and fitness is required i.e.:

- Good vision, good hearing,
- Ability to stand for long periods of time and/or moving some considerable distance on a daily basis on a hard surface.
- Ability to withstand exposure to areas of heat and cold on occasion
- Ability to carry out some lifting and carrying may be required also working at heights may be required

Direct reports

- Warehouse Supervisors
- Warehouse Administrators
- Warehouse Operative Drivers
- Warehouse Operatives

Additional Information

This job description sets out the current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed. Agreement to this job description does not confirm employment status. Employment or worker status will be confirmed alongside all notable terms, within the offer letter and contract of engagement or worker agreement.