

<b>Job title</b>	<b>Operations Manager</b>
<b>Reports to</b>	<b>General Manager</b>
<b>Location</b>	<b>Knowsley</b>
<b>Key interface</b>	<b>Account Managers / Client Services / HR / H&amp;S / Facilities / Quality &amp; Training Manager / Warehouse Team Managers / Inventory Manager / Warehouse Bond Manager / Warehouse Operations Teams</b>

### **Job purpose**

To professionally, efficiently and effectively manage all warehouse operations pertaining to the team including administration, goods in, picking, packing, despatch, returns, cycle counting, value added services and warehouse management systems.

To motivate, encourage and measure the operations teams in order to deliver a best in class service to our Client.

### **Key duties and responsibilities**

Maintaining a safe, secure, and legal work environment; developing personal growth opportunities.

Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counselling, and managing all employee relations matters.

Maintains quality service by enforcing quality and customer service standards; analysing and resolving quality and customer service problems; identifying trends; recommending system improvements, implementing and measuring operational changes.

Contributes to team effort by accomplishing Daily, Weekly and monthly KPI's.

- Maintain high standards of service to the client each day
- Manage the daily throughput of customer orders
- Ensure outstanding stock receipts are completed and recorded
- Accurately record returns receipts
- Complete stock inventory requests and report results
- Work with Client Services team to deliver expectations
- Coach and mentor the Warehouse Team Managers
- Work closely with HR to monitor and manage employee attendance, performance, PDP's and any other Employee Relations issues.

## **Qualifications and 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.
- IT literate in MS Word & PowerPoint with excellent (intermediary) experience on EXCEL (Mandatory).
- Experience of WMS.
- Data manipulations skills in excel, pivot table and v lookup.
- Ability to analyse and amend processes.
- Attention to detail.
- Understanding of multi-user environment

## **KPI's**

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

## **Other Duties**

- Conduct warehouse tours for Internal and external Clients and Prospects
- To apply, promote and practice Company 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 practices at all times
- Undertake a programme of personal development in line with the company process
- Undertake any other duty deemed reasonable by your manager

## **Working conditions**

Regular evening and some weekend work, shift work, and in a highly targeted fast paced environment.

The job holder is required to adequately manage themselves in an environment with the pressure of a fast paced and highly targeted work environment and to communicate any excessive pressure or other types of demands.

## **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 carry out some lifting and carrying may be required also working at heights may be required

## **Direct reports**

Warehouse Team Managers  
Bond Manager  
Dock Manager  
Returns, Trade & Compliance Manager  
Operations Staff

### **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.