



Warehouse Supervisor – Job Description

(Job Code and Level: MPLWAR003.2)

Definition:

Stores the right amount of materials, goods and products in the right location to feed the business's operational and customer demand.

Overall Purpose of the Role:

Assist the Warehouse Manager in maintaining the smooth operation of a fast moving environment. Responsible for the day to day management of people within the warehouse function, to ensure company's targets and objectives are met to meet customer requirements, ensuring that staff comply with health, safety and standard operating procedures. Responsible for housekeeping standards and continuous improvement within the warehouse. Act independently at the organisational level. Outcomes reviewed by organisational head. Decisions and results have an impact on the function and their success. Performance affects the function's image.

Key Responsibilities:

General and Task Management

- Provide a safe working environment, adhering to Health, Safety and Environmental procedures and ensuring they are understood and practiced by the team at all times
- Plan, co-ordinate and monitor the receipt, storage and dispatch of goods
- Ensure orders are processed efficiently and that the delivery of materials meets customers timescales/requirements
- Supervise and control order picking, goods in, goods out operations to ensure accuracy with minimum handling and stock damage
- Organise, facilitate and manage stock takes at regular intervals
- Ensure that all relevant procedures and processes are followed and adhered to in line with the Company's procedures and requirements
- Responsible for driving Standard Work and ensuring quality processes are implemented to ensure a "Right First Time" product to the customer aligned with their expectation
- Deliver the product to the customer on time, every time using appropriate methods

- Operate visual delivery tracking systems in order that commodity status can be seen at a glance
- Ensure that internal delivery processes are adhered to support dispatch time windows
- Lead follow up and resolve Customer concerns
- Identify errors and eliminate root cause using robust countermeasures
- Sustain the corrective actions to eliminate repeat issues
- Deliver efficiencies to support year on year operational budget reduction
- Manage the implementation of engineering changes, production trials, model change and pilot build ensuring robust product life cycles
- In conjunction with the Warehouse Manager, implement warehouse and management systems and working practices in line with best practice and continuous improvement
- Monitor and review operational methods to facilitate both qualitative and quantitative improvements within the operation whilst ensuring continuous customer service
- Control of Fork Lift Truck management to ensure full operational capacity and achieve daily targets
- Oversee any planned maintenance of vehicles, machinery and equipment
- Ensure security of Warehouse environment and maintain access control, ensuring 5S housekeeping standards are maintained at all times
- Monitor and maintain stock accuracy by ensuring the physical stock is in line with the warehouse management system and ensure all stock movements are recorded to ensure accuracy
- Maintain the management of supplier return packaging
- Record and communicate all shortage issues to the relevant Materials Analyst
- Monitor stock levels in order to highlight minimum and excess levels and therefore prevent part shortages

People Management

- Build team philosophy and cultivate a team atmosphere by working with the team to achieve the company's targets and objectives
- Maintain training matrix and ensure employees are adequately trained and competent within their role to ensure operational flexibility
- Coach the team daily in order that a common goal is focused upon and those business objectives are met consistently
- Planning, managing and adjusting staffing levels to meet daily operational requirements within the warehouse
- Manage Manpower resource effectively to support customer delivery requirements and also Lean Manufacturing principles
- Drive Company Absence Control Procedures to ensure maximum attendance levels. Administer holidays, sickness and timekeeping effectively
- Deal with all personnel issues on shift including interaction with the Trade Union, in line with Company Policy and Collective Agreements.
- Supervise the warehouse team and manage day to day warehouse operations

Relationship Management

- Liaise with customers, suppliers and transport companies as and when required in a timely way

Self Management

- Support, comply and ensure complicity with Health & Safety regulations, the Company Handbook, Quality and Environmental standards, and all other Company policies and procedures
- Embraces personal challenge
- Confident, rounded thinking
- Is self aware
- Is resilient, assertive, optimistic and open to change
- Engages interest and participation of others and has a collaborative approach to working with others
- Actively Committed to team development
- High levels of motivation and action orientated

Skills and Attributes:

- Ability to sustain and develop team working and team based problem solving
- Possess the ability to lead and motivate a team of people to succeed by utilising appropriate interpersonal styles including leading by example, setting objectives and defining responsibilities to give a clear sense of direction
- Good understanding of customer deliverables and the impact of failure / cost of poor quality
- Able to achieve results by setting high standards and committing to clear objectives
- Excellent communication skills
- Strong analytical and problem solving skills and able to establish logical practical solutions
- Strong people and performance management skills
- Computer literate with good numeric skills

Qualifications and Experience Levels:

- A Levels, ONC, City & Guilds level 3, BTec National Diploma Level 3, IVQ Technician Diploma, or equivalent NVQ level 3
- Experience of operating in a supervisory capacity within a fast paced, highly pressurised warehouse and distribution environment
- Certified in: Dangerous Goods Handling and aviation security
- Good IT systems knowledge and skills including advanced Excel skills
- Membership of an appropriate professional body would be advantageous

Example roles this job description may cover:

- Warehouse Shift Supervisor/Manager
- Goods-In Supervisor
- Dispatch Supervisor