



## Warehouse Manager – Job Description

(Job Code and Level: MPLWAR005)

### **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:**

Responsible for ensuring the efficient management and control of the Warehouse Operation whilst achieving agreed budgetary and service levels. Provide an effective and reliable service to customers whilst meeting all legal requirements. Responsible for organising the safe and efficient receipt, storage and dispatch of warehouse materials, goods and products to feed business operations and customer demand.

In a large storage operation, Managers will hold a strategic role and deal with planning, co-ordinating, administration and general management issues including the management of staff and Team Leaders.

In a smaller organisation, a Manager will take a more practical hands-on approach and undertake the various warehouse activities.

### **Key Responsibilities:**

#### **Strategy and Development**

- Contribute to the creation and implementation of best practice warehouse vision, strategy, policies, processes and procedures to aid and improve operational performance

#### **General and Task Management**

- To represent the company in a professional, enthusiastic and positive manner
- Ensure an efficient warehouse operation which is able to fulfil operational and customer demand
- 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
- Drive a zero tolerance mindset for deviation from the use of quality processes to ensure customer deliverables are met fully
- Understand customer needs and ensure alignment with the needs/commitments of the business
- Plan future capacity requirements
- Keep up to date and respond accordingly to all enquiries
- Ensure inventories are accurate and control inventory levels by ensuring physical counts are conducted and reconciled with automated system utilising help of the warehouse team
- Ensure the relevance and accuracy of all documentation relating to goods in and goods out including labeling of all stock items
- Ensure that any IT and automated systems are accurate and up to date
- Identify any systems improvements and drive through recommendations for change
- Ensure efficient and effective use of warehouse space to include layout and future capacity requirements
- Review ways to reduce waste
- Develop and maintain metrics/KPIs, reports, process documentation, customer service logs and training and safety records
- Create policies and procedures for warehouse activities and ensure all systems meet the standards for accreditation in line with the quality systems
- Continuously review ways to aid efficiency, add value and reduce costs as well as delivering continuous improvement initiatives
- Create and implement best practice warehousing principles, policies and processes
- Ensure that health and safety meets the required standards and that risk assessments are carried out
- Ensure any hazardous materials are stored in accordance with requirements
- Establish, monitor and maintain high standards of security in the warehouse by setting security procedures
- Ensure that vehicles, machinery and equipment is well maintained and fit for purpose
- Ensure that all lifting and manoeuvring of product is carried out in accordance with manual handling procedures
- Ensure that staff comply to health, safety and environmental regulations and work safely to protect themselves and others in the warehouse environment
- Ensure a clean and tidy working environment to aid operational efficiency

### **People Management**

- Coach, manage and develop warehouse staff and team leaders to optimise performance and meet targets and deadlines

- Communicate with warehouse staff on a regular basis to make them aware of priorities, targets and operational requirements
- Ensure effective warehouse and distribution operations by implementing department policies and procedures
- Set department objectives/KPIs and review and assess on-going performance of direct reports

### **Financial Budget and Control**

- Input and hold responsibility for Warehouse budgets
- Prepare the annual Warehousing budget and forecasts and all Capital Expenditure proposals as well as ensuring compliance with legal standards.
- Responsible for achieving budget and forecast

### **Relationship Management**

- Work as part of the Management team to share ideas and improve operation, recommending, supporting and implementing continuous improvement activities and process and procedure improvements to optimise results and improve quality of delivery, in line with quality standards requirements and customer deliverables
- Develop and maintain strong relationships with internal and external stakeholders to ensure optimal performance
- Work collaboratively, negotiate and engage with key stakeholders to facilitate delivery and compliance with department strategy
- Assist Senior Management in ensuring effective relationships with client businesses through maintaining an appropriate interface between the warehouse, suppliers and customers
- Liaise with customers, suppliers and transport companies as and when required in a timely way and handle any concerns
- Liaise with others in the business to monitor requirements and to ensure quality of service
- Contribute to new business initiatives and projects and review and communicate the impact on Warehousing activities

### **Self Management**

- Comply with the Health, Safety and Environmental Policies
- Proactively contribute to creating a good team atmosphere
- Anticipates and overcomes obstacles
- Makes useful links to arrive at insightful plans and solutions
- Embraces personal challenge
- Confident, rounded thinking
- Takes ownership for team cohesion and team development
- Is self aware, optimistic and open to change
- Has an Adult:Adult, collaborative approach to others
- Resilient, influential with a Can do/will do attitude

## **Skills and Attributes:**

- Proven management skills with the ability to optimise team performance and development
- Highly developed inter-personal and communication skills coupled with the ability to negotiate and influence at all levels within the business
- Ability to build, lead and motivate a skilled team able to meet objectives and agreed targets
- Good IT skills, in particular spreadsheets and databases and a knowledge of warehouse systems
- Analytical and numerical
- Strong decision making skills
- Excellent attention to detail skills

## **Qualifications and Experience Levels:**

- Degree preferred, HND, BTec Professional Level 5 Award or equivalent NVQ Level 5 qualifications.
- Demonstrable experience of running a warehouse, preferably in the automotive industry
- Previous management experience with the ability to manage and motivate others
- Previous experience of inventory control
- A full understanding of the requirements of running a warehouse, such as health and safety and security requirements to include certification of dangerous goods handling and aviation security
- A warehouse or distribution qualification would be advantageous
- Knowledge and understanding of lean techniques may be advantageous
- Fork Lift Truck licence may be required
- Professional membership of an industry related body would be advantageous

## **Example roles this job description may cover:**

- Warehouse and Distribution Manager