



## Warehouse Shift Manager – Job Description

(Job Code and Level: (MPLWAR004.2))

### **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:**

Responsible for ensuring an efficient Warehouse Shift whilst achieving agreed budgetary and service levels. To 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:**

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

- Ensure an efficient warehouse shift which is able to fulfil operational and customer demand
- Plan, co-ordinate and monitor the receipt, storage and dispatch of goods
- Ensure orders are processed efficiently and that the delivery of materials to production lines is in accordance with production schedules and to quality standards
- Ensure inventories are accurate and control inventory levels by overseeing physical counts and reconciliation with automated systems utilising help of others in the warehouse team
- Ensure that any IT and automated systems are accurate and up to date

- Identify any systems improvements and make recommendations for change
- Ensure efficient and effective use of warehouse space and propose new design layouts to enhance operations and plan future capacity requirements
- Review ways to reduce waste
- Continuously review ways to aid efficiency, add value and reduce costs as well as supporting 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**

- Manage manpower resource effectively to support customer delivery requirements and also Lean Manufacturing principles
- Drive company Absence Control Procedures to ensure maximum attendance levels
- Deal with all personnel issues on shift including interaction with the Trade Union, in line with Company Policy and Agreements
- Manage time and attendance within Company procedures
- Carry out incident, accident and non-conformity investigations and associated reporting and action closure
- Motivate and coach the team to operational success
- Monitor the completion of tasks and ensure good performance and record on appropriate systems
- Consistently promote high standards through personal example and roll out through the team so that each member of the team understands the standards and behaviours expected of them
- Communicate KPIs from the strategic annual plan so that each employee is aware
- Ensure KPIs are met by working to the overall plan, including management of, and reporting
- Provide product expertise within team, and respond to operator queries

- Work positively with support functions to fully define the processes/procedures/controls relevant to team activities. Provide support and input to continuous improvement activities within the team

### **Relationship Management**

- Interface with Logistics and Materials Planning to determine schedules for shift activities
- Liaise and communicate with other departments and ensure an effective interface is maintained
- Feedback to the Management team to share ideas and improve operation, recommending, changes that delivery and maintain Company and Customer requirements

### **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 together
- 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
- 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
- Computer literate with good numeric skills
- Full understanding of customer expectations and deliverables with an awareness of the impact of failure/cost of poor quality

### **Qualifications and Experience Levels:**

- Degree preferred, HNC, City & Guilds Licentiate, BTEC Higher Professional Diploma, or equivalent NVQ level 4 qualification
- Professional (or working towards) accreditation with an industry related

body

- 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 in dangerous goods handling and aviation security
- Working knowledge of Warehouse management systems and material requirements planning (MRP) would be advantageous
- A warehouse or distribution qualification would be advantageous
- Knowledge and understanding of lean techniques may be advantageous
- Fork Lift Truck licence may be required

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

- Warehouse Supervisor
- Shift Supervisor