



Warehouse Team Leader – Job Description

(Job Code and Level: MPLWAR002.2)

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 the operation of a section within the Warehouse function. Supporting the Management Team with the day-to-day operation of the warehouse, responsible for a group of operators and ensuring an efficient warehouse operation in achieving business targets. Provide line management to the team, coordinating their workloads, providing support to ensure that the team delivers, monitoring any issues, and ensuring production targets, KPIs, and quality standards are met in order to meet the requirements of the customer. Develop the team by focusing on individual performance and support requirements to achieve high standards, whilst fostering a culture of working safely. Work under general supervision, reviewed by Management. Decisions and results have an impact on the function and their success. Performance affects the function's image.

Key Responsibilities:

General and Task Management

- Assist in running an efficient warehouse operation which is able to fulfil operational and customer demand and meet set targets
- Ensure the delivery of materials to production lines in accordance with production schedules
- Train new Warehouse operatives within area of responsibility
- Ensure inventories in area of responsibility are accurate
- Ensure stock movements are recorded accurately
- Support organising and participate in stock takes at regular intervals
- Ensure that any computerised or automated systems are accurate and up to date
- Identify any systems improvements and make recommendations for change

- Where possible resolve any issues or problems which occur in the warehouse. Where appropriate elevate the issue to a more senior level
- Produce regular reports and statistics as and when required
- Review ways to reduce waste
- Assist in planning future capacity requirements
- Ensure that health and safety meets the required standards and carry out risk assessments
- Ensure that all lifting and manoeuvring of products and materials is carried out in accordance with manual handling procedures
- Ensure hazardous materials are stored in accordance with requirements
- Ensure that vehicles, machinery and equipment is well maintained and fit for purpose
- Maintain high standards of security in the warehouse
- Ensure 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 time and attendance for operatives within area of responsibility and support supervisor with people management issues
- Communicate with staff on a regular basis to make them aware of priorities, targets and operational requirements
- Support with recruitment and train staff as well as monitor performance and progress to ensure targets are met
- Report progress updates, key achievements and any concerns to the Warehouse Supervisor and/or Manager

Relationship Management

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

Self Management

- Comply with the Health, Safety and Environmental Policies
- Assertive, resilient and welcomes change
- Engages interest and participation of others and has a collaborative approach to working with others
- Proactively contributes to the team and actively committed to teams development
- Is self aware and optimistic
- Shows moral courage, openness and honesty in all dealings

Skills and Attributes:

- Supervisory and Team Leader skills with the ability to motivate, develop and supervise others
- Good communication and interpersonal skills

- Good IT skills, in particular spreadsheets and databases and a knowledge of warehouse systems
- Analytical and numerical
- Good understanding of customer deliverables and the impact of failure / cost of poor quality
- Good planning skills and able to meet targets and deadlines
- Excellent attention to detail skills

Qualifications and Experience Levels:

- GCSEs Level A-C, NVQ Level 2, IVQ Technician certificate,
- BTEC First Certificate
- An appropriate warehousing qualification would be advantageous
- Certified in: Dangerous Goods Handling and aviation security
- A supervisory qualification would also be beneficial
- Proven experience as a Warehouse Team Leader with experience of supervising and motivating a team
- A good working knowledge of health and safety and security requirements
- Knowledge and understanding of lean techniques may be advantageous
- Fork Lift Truck licence may be required
- Commitment to work towards professional accreditation with an industry related body

Example roles this job description may cover:

- Goods In Team Leader
- Despatch Team Leader
- Warehouse Operations Team Leader