



## **Warehouse Section Manager**

### **Overview of the role:**

Supporting the Warehouse Manager in the management of all warehouse activities in given area, assign and organise staff, manage performance and productivity to ensure full contract coverage and excellent standards of customer service at all times. Proactively look for process improvements with a methodical and consistent approach. Take responsibility and ownership in problem resolution.

### **Requirements of role:**

- Responsible for overall productivity and performance of designated team
- Manage levels of manpower and other resources in line with agreed parameters
- Actively support operational change whilst effectively minimising disruption to production and service
- Manage and co-ordinate operational activities to ensure the required level of service is provided to the customer
- Maintain and improve performance levels to maximise efficiency of operation in line with site KPI's
- Conduct regular briefings and ensure effective communications within the Operational Team
- Responsible for communication of issues/information to line manager e.g. transport, delivery schedules, warehouse accuracy or general warehouse queries
- Be proactive in the development of team members and meet with them on a regular basis
- Recognise training needs and provide solutions to ensure that staff are given the knowledge required to carry out their role
- Advise, lead and motivate team members and allow them to implement corrective measures
- Maintain and promote good industrial and employment relations on site and ensure potential problems are dealt with at an early stage
- Pro-actively manage staff welfare and performance improvement initiatives, disciplinary and absence.
- Promote and ensure ILG's H&S standards are maintained.

## Selection Criteria:

- Previous experience of successfully operating in a managerial role in a Warehouse operation
- Ability to support the Warehouse Manager in the performance management mentoring and coaching of other members of the Warehouse team as required
- Ability to co-ordinate and delegate within a team whilst remaining operationally hands on, with the capability to co-ordinate daily activities
- Methodical and able to demonstrate the ability to prioritise workload and tasks
- Possess an understanding of 3EX.net warehouse management system and MS office packages (Excel, Word, Outlook)
- Understanding of, and ability to apply, warehouse, health, safety and security laws & regulations
- Previous experience of handling disciplinary and sickness absence management cases
- Ability to react within a complex and growing operational environment
- Forward thinking with the ability to “think on your feet”
- Understand the value of the service they and their team are providing