



Job Title: Team Leader

Job Summary

Manage and supervise all warehouse activities within the agreed section/area. Assign and organise staff to ensure full contract coverage at all times. Ensure efficient and cost-effective fulfilment of customer requirements. Proactively look for process improvements with a methodical and consistent approach. Take responsibility and ownership in problem resolution. Responsible for the day-to-day supervision of team members.

Job Content

- Responsible for overall productivity within the designated team
- Ensure activities are cost effective
- Actively support operational change whilst effectively minimising disruption to production and service
- Manage and coordinate operational activities to ensure the required level of service is provided to the customer
- Conduct briefings and ensure effective communications within the Operational Team.
- Daily contact with the relevant Account Manager to ensure any updates or end of day issues are addressed
- Communicate issues/information to line manager e.g. delivery schedules, warehouse accuracy or general warehouse queries
- Advise, lead and motivate team members and respect their opinions
- Maintain and promote good industrial and employment relations on site and ensure potential problems are dealt with at an early stage
- Ensure all team members are aware of the standard of performance required and pro-actively manage day to day performance and conduct issues
- Ensure all team members are trained to the required standards to meet customer requirements and SLA's
- Conduct bi-monthly one to one meetings with team members to review performance and development
- Proactively monitor health and safety and report issues to the H&S team
- To assist other areas of the warehouse in quieter periods

KPIs

- Complete on time dispatch
- Pick/pack accuracy
- Quality of packing meets ILG standards
- Completion of department objectives
- Profitability of shipping



Performance Standards

- Ensure clients products are booked in and located within relevant management system
- Fulfilment and warehouse locations are correctly labelled
- All orders received are dispatched in line with client SLA
- Resource management, ensuring adequate allocation of resource and appropriate hours of work
- Health & Safety issues raised immediately to manager or Health and Safety team
- Cycle count and stock management carried out with Stock Controller in line with SLAs
- Working knowledge of contracts and client SLAs
- Ensure PPE is worn at all times
- Performance management and conduct issues within team dealt with promptly and in accordance with ILG policies and procedures.

Selection Criteria

- Previous experience of successfully operating in a supervisory role in a Warehouse operation (desirable)
- Sufficient experience and knowledge of warehouse operation to effectively manage designated area to provide excellent level of service to the customer
- Used to working with KPIs and understands the importance of it
- Ability to support the Warehouse Manager in the performance management, development, mentoring and coaching of members of designated team
- Ability to coordinate and delegate within a team whilst remaining operationally hands on, with the capability to coordinate daily activities
- Methodical and able to demonstrate the ability to prioritise workload and tasks
- Possess an understanding of warehouse management systems and MS office packages (Excel, Word, Outlook)
- Understanding of, and ability to apply, warehouse, health, safety and security laws & regulations
- 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