



Warehouse Operations Manager Job Description

Reporting to

Warehouse Manager

Key relationships

- Management team and board members at ILG
- Warehouse Managers, Warehouse Operations Managers, Regional Operations Managers, Operations Director and Dangerous Goods Officer
- Managers across Client Services, Finance, HR, Health & Safety and Facilities
- Suppliers and clients at Senior Management level

The Warehouse Operations Manager (WHOM) manages the following functions and teams

- Section Managers, Supervisors and on-site team
- Responsibility for Health & Safety adherence within your operation
- Site Security
- Responsibility for site operations, efficiencies, continuous improvement activities, resource management and performance reporting
- Coverage and delivery of solutions for Warehouse Manager where necessary
- Coverage and delivery of solutions for Regional Operations Manager where necessary

Role summary: Operational Management

- Provide inspirational leadership to your operation, taking responsibility for all Operational management including but not limited to external clients' satisfaction and internal stakeholders (Client Services, HR, Finance, Facilities, Health and Safety, Projects and IT)
- Ensure labour force is skilled, effective, and labour control is relentlessly measured and managed to achieve and exceed monthly targets
- Lead by example to ensure all section managers and supervisors make decisions that create win-win situations for both labour control and client success
- Work in conjunction with Warehouse Manager and Regional Operations Manager to use data-based evidence through time in motions to enhance productivity for KPIs eg goods-in/out and returns, detailing gains, and cost-savings and uphold quality standards
- Use implemented stock management strategy that reduces liability, controls cost, improves order accuracy and achieve client KPIs. Ultimately removing the need for wall to wall counts and moving to perpetual inventory
- Take responsibility for Health & Safety, ensuring full compliance and pro-actively managing risk by working in close collaboration with Warehouse Manager and H & S Manager. The goal being an industry-leading environment for our employees.
- Maintain flawless communications with the Client Services team, highlighting any operational risks in a timely manor and provide detailed solutions to operational challenges.
- Present operational performance against KPIs, providing detailed and informed commentary

- Support Warehouse Manager in working with client services Team to fully understand client challenges, projections and plans in order to make rounded, informed, data-driven operational decisions and be able to communicate to them professionally
- Assess and present cases to Warehouse Manager for recruitment needs for your operation, making informed and rounded cost-based decisions based on labour budget and client gross profit performance and projections
- Support Warehouse Manager in working closely with ILG sales and implementation teams to make informed decisions on new business opportunities
- Attend client KPI reviews when required and support the Client Services team in presenting detailed operational updates
- Provide valued input for the change in Warehouse Management System (WMS) platform and other I.T Projects
- Ensure strong working familiarity with WMS platform and reporting tools, both personally and through warehouse team
- Drive all staff in warehouse to ensure training targets are upheld, taking full responsibility for talent management and succession planning within your operations team
- Work in alignment with warehouse management peers, sharing best practise, and supporting objectives in all sites
- Work with Warehouse Manager to ensure all agreements in relation to business purchases are properly and legally conducted, with terms as favourable as possible to ILG
- Use monthly management pack as the key barometer to judge financial success
- Take absolute responsibility for all areas within your operation, making cost-based decisions in line with ILG's growth strategy
- Identify, develop and execute continuous improvement activities to deliver safety, quality or efficiency advances within your operational scope
- P&L management and responsibility
- Support with prospective and current client tours of your facility, providing detailed insight into ILG's warehouse operations

Role summary, general management

- Bring energy, vision, leadership, and confident decision-making to the organisation
- Always act as part of the management team within operations, providing motivation, mentoring, support and direction to team
- Challenge the business (and Warehouse Manager, Regional Operations Manager, Operations Director and COO) in a constructive way, driving continued improvement in warehouse performance, always with ILG's growth strategy at the forefront
- Build a strong team ethos within the operations team, as well as the wider Region and business.
- Conduct informative and clear daily briefings to ensure first-class communication and understanding across the site
- Make timely decisions at a management level and empower managers on site to follow same process
- Oversee the entirety of your operation, ensuring client targets are achieved, on time and within budget

Experience

- Resilience in a fast-paced environment
- Proficient working knowledge of MS Office packages
- Track record of warehouse management, preferably in a 3rd party Logistics environment
- Strong knowledge of warehouse operations

- Proven ability to successfully operate at Management level with clients from different sectors
- Sound financial acumen, particularly regarding cost management/labour control
- Strong communication and presentations skills
- A track record of making tangible improvements against SLAs
- Comfortable making decisions
- Passion for owning issues, striving for solutions or better outcomes
- Has worked closely with both internal and external stakeholders
- Experience of working with WMS software platforms (desirable)
- Experience of working with clients across the fashion and beauty sector (desirable)

Personal characteristics

- Results and success focussed
- A passion for managing and developing people, with a focus on delivering successful outcomes for our clients and ILG
- Energetic, enthusiastic and driven, will act with pace and proactivity in all aspects of the role – a self-starter that can operate with confidence
- Comfortable dealing with demands of our clients
- Forward thinker with a solutions-based approach
- Present confidently and succinctly within the management team
- Good attention to detail
- Continuously looks for ways to improve processes