



## **Section Manager – Stock Control**

### **Job Context:**

You will have a strong working knowledge of warehouse operations and inventory management, understanding how stock control supports Goods In, Fulfilment, and Customer Service activities. Acting as the point of expertise for stock accuracy, you will investigate discrepancies, identify root causes, and implement effective, long-term solutions.

This role requires a logical, analytical, and highly organised approach, supported by strong numerical skills and confidence using warehouse management systems and Excel-based reporting. You will lead and develop a small team of Stock Controllers, ensuring priorities are managed effectively and issues are resolved with minimal operational impact.

Working closely with internal stakeholders and customers, the Section Manager – Stock Control plays a key role in maintaining service levels, supporting operational change, and driving continuous improvement within the stock control function.

### **Job Summary:**

- Recognised as having good, sound knowledge of warehouse contracts, product lines and the associated business distribution functions
- To direct and co-ordinate stock control activities of the customer's product lines stored within the warehouse. Proactively look for process development and improvements with a methodical and consistent approach. Take responsibility and ownership in problem investigation and resolution
- Capable of efficiently leading a team of 1-2 stock controllers, ensuring all issues are resolved in good time, with minimal impact to the operation
- Directly communicating with customers in a professional manner and within good time
- Ensuring stock integrity. Stock and weekly cycle counts accuracy as per client SLA's
- Able to organise and undertake stock-takes, methodically, leading a large team and collating data together for results

### **Job Content:**

- Manage and co-ordinate stock take/stock audit and cycle counting activities to ensure the required level of service is provided to the customer
- Work with peers to challenge, review, standardise and improve processes, pro-actively sharing best practice
- Actively support operational change whilst effectively minimising disruption to production and service
- Maintain and improve performance levels to maximise accuracy of stock figures in line with site KPI's
- Responsible for communication of issues/information to line manager e.g. stock count variances, count accuracy or general warehouse queries
- Responsible for sending weekly updates to line manager for issues, changes, solutions to current/previous problems, and current work at hand/the following week's tasks/challenges

- Work in close liaison with Customer Services, Operations Manager/Warehouse Manager and externally with customers to facilitate for stock control procedures
- Ensure activities are cost effective
- Recognise training needs and provide solutions to ensure that staff are given the knowledge required to carry out their role
- Carry out all activities in a manner that promotes safety to yourself and your colleagues. Ensure awareness of health and safety procedures and highlight any risks to Operations Manager/Warehouse Manager or H&S officer
- Participate actively in continuous process improvement projects, seek ways to develop and maximise customer service levels in relation to Stock Control
- Create, review and update SOPs to ensure the stock control/Goods-in team are aware, informed and trained on the correct processes
- Create useful sheets to support the Goods-in team in active replenishment, dictating which stock to use first (FIFO)
- Carrying out weekly packaging counts, pallet counts and daily/weekly safety checks
- Participate actively in new client onboarding and internal account transfers

#### **KPI's:**

- Stock count accuracy against relevant management system as per client SLA's
- Stock check and cycle count as agreed within customer SLA's
- Completion of department objectives

#### **Performance Standards:**

- Ensure all stock discrepancies are dealt with in accordance with procedure
- Cycle count and Stock Check management carried out in-line with client SLA's
- Stock figures adjusted within relevant stock management system
- Fulfilment and Warehouse locations are correctly labelled
- Resource management, ensuring adequate allocation of resource and appropriate hours of work, i.e. for projects/stock-takes
- Health & Safety issues raised immediately
- Working knowledge of contracts and client SLA's
- Adherence to and promotion of ILG core values
- Compliance with company dress code

#### **Selection Criteria:**

- Previous experience of stock control and inventory management (desirable)
- Methodical and able to demonstrate the ability to prioritise workload and tasks
- Possess an understanding of 3ex.net/Snap warehouse management system preferred
- An understanding of MS office packages (Excel, Word, Outlook) (essential)
- Ability to react within a complex and growing operational environment
- Able to develop and roll out processes and systems to improve efficiency of department
- Forward thinking with the ability to "think on your feet" and "think outside the box"
- Ability to motivate and manage a small team