

Job Description: Stock Control Supervisor

Job Context:

The Stock Control Supervisor will be recognised as having a good sound knowledge of warehouse operations, and the associated business distribution functions.

Job Summary:

Involvement in every aspect of the smooth running of the stock control department. To direct and co-ordinate the stock control team including daily tasks and activities. Providing stock control activities of the customer product lines stored within the warehouse. Proactively look for process improvements with a methodical and consistent approach. Take responsibility and ownership in problem investigation and resolution.

Job Content:

- Manage and co-ordinate stock take and cycle counting activities to ensure the required level of service is provided to the customer.
- In conjunction with Section managers and Warehouse Managers, lead the organisation around client stock takes including but not limited to internal communication with Ops, CS and IT.
- Manage the stock control function coordinating tasks and activities to ensure effectively meeting operational demands
- 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
- Work in close liaison with Customer Services, Warehouse Manager and externally with customers to facilitate for stock control procedures
- Proactive problem solving resulting from weekly cycle counts including but not limited to reprofiling of stock, suggestions on movements of accounts and general suggestions to aid stock efficiency
- Carry out all activities in a manner that promotes safety to yourself and your colleagues. Ensure aware of health and safety procedures and highlight any risks to Warehouse Manager or H&S officer.
- Participate actively in continuous process improvement projects, seek ways to develop and maximise customer service levels

KPI's:

- 99.5% count accuracy against relevant management system
- Stock check and Cycle Count as agreed within customer SLA
- 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
- 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
- Health & Safety issues raised immediately
- Working knowledge of contracts and client SLA's
- Adherence to and promotion of ILG core values
- Recognise where customer offence could or has been caused and action accordingly

Selection Criteria

- Previous experience of stock control and inventory counts essential.
- High levels of accuracy and attention to detail
- 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)
- Ability to react within a complex and growing operational environment
- Forward thinking with the ability to "think on your feet"
- Experience of supervising and developing staff
- Pro-active approach to implementing best industry practice and improving efficiency
- Flexible to undertake stock control activities outside operating hours