



Job Title: Team Leader

Job Summary

The Team Leader is responsible for overseeing and executing key tasks within the warehouse to ensure efficient operations. This role is task-oriented and involves organising, coordinating, and driving the completion of essential warehouse functions, including shipping. The Team Leader will act as a hands-on resource, ensuring that daily operational tasks are carried out with accuracy, safety, and in line with company procedures, including adequate staffing and process improvement.

Job Content

- Responsible for overall productivity within the designated team - ensuring timely and accurate picking, packing and shipping of orders. Ensure products are stored, picked, and shipped in compliance with company quality standards, including correct labelling.
- Manage and coordinate operational activities to ensure the required level of service is provided to the customer.
- Help maintain the agreed stock layout for efficient stock picking and replenishment.
- Operate and oversee the proper use of warehouse equipment such as forklifts, man-ups, and hand-held scanners.
- Implement and enforce health and safety guidelines to maintain a safe working environment, reporting any safety incidents, near misses, or equipment malfunctions in a timely manner.
- Conduct team briefings as required and ensure effective communications across teams.
- Maintain 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
- Ensure all team members are aware of the standard of performance required and pro-actively manage day to day performance and conduct issues with the support of local management
- Ensure all team members are trained to the required standards to meet customer requirements and SLA's, also that PPE is worn at all times, and all company processes are followed
- Assist other areas of the warehouse in quieter periods
- Regularly meet any agreed KPI's

KPIs

- Complete on time dispatch
- Pick/pack accuracy and quality
- Completion of department and/or individual objectives



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
- Ability to identify issues related to stock, shipping, and workflow bottlenecks and take the initiative to resolve them.
- Used to working with KPIs and understand their importance
- Experience of leading a team to carry out tasks to completion, able to coordinate and delegate within the team whilst remaining operationally hands on
- Where needed, able to support the Manager in the performance management, development, training or support of team members
- Methodical with proven ability to prioritise workload and tasks
- Familiarity with warehouse management systems and MS Office365. Competent in operating warehouse equipment
- Understanding of workplace safety and security regulations and a commitment to maintaining a safe working environment.
- Ability to react within a complex and growing operational environment
- Forward thinking with the ability to “think on their feet”
- Financial understanding
- Exposure to continuous improvement techniques
- Understand the value of the service they and their team are providing