



Assistant Warehouse Manager

Job Description

Reporting to:

Warehouse Manager

Key relationships

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

Role Summary - Operational Management

- Provide inspirational leadership to your warehouse taking responsibility for all Operational Management including but not limited to external clients' satisfaction and adherence/improvement on SLAs and internal stakeholders (Client Services, HR, Finance, Facilities, Health and Safety, Projects and IT)
- Ensure labour (permanent and temporary) is skilled, effective, and relentlessly measured and managed to achieve and exceed monthly targets
- Lead by example to ensure all Shift Managers, Section Managers and Team Leaders make decisions that create win-win situations for both labour control and client success
- Work in conjunction with Regional Warehouse Manager and Continuous Improvement leads to use data-based evidence through time in motions to enhance productivity for KPIs e.g. goods in/out and returns, detailing gains, cost-savings and upholding 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 closely with the Warehouse Manager, Regional Manager and H&S Manager to create an industry-leading environment for our employees
- Present warehouse performance against KPIs, providing detailed and informed commentary
- Support the Warehouse Manager and Regional Manager in working with the 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 the Warehouse Manager for recruitment needs for the warehouse, making informed and rounded cost-based decisions based on labour budget and client gross profit performance and projections
- Support the Warehouse Manager and Regional Manager in working closely with ILG Sales and Implementation teams to make informed decisions on new business opportunities
- 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
- Work in alignment with warehouse management peers, sharing best practice, and supporting objectives in all sites
- Work with the 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 warehouse, making cost-based decisions in line with ILG's growth strategy
- Deputise for the Warehouse Manager

Role summary - General Management

- Bring energy, vision, leadership, resilience 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 Regional Manager, Operations Director and Board) 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 warehouse 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

Experience - Essential

- Working with a mix of high numbers of temporary staff (up to 150 plus per day in peak) and permanent staff
- Identifying temporary staff to convert to permanent, in conjunction with Regional Manager and Internal Recruitment team

- Resilience in a fast-paced, multi-contract, omnichannel (wholesale/retail and e-commerce) high-volume 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 and striving for solutions or better outcomes

Experience - Desirable

- Experience of working with WMS software platforms
- Experience of working with clients across the fashion and beauty sector
- Experience of supporting and/or implementing tangible and quantifiable Continuous Improvement and Warehouse Automation

Personal Characteristics

- Results and success focussed
- Agility to cope with changing demands on a daily basis
- High level of resilience
- 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