



## **Warehouse Shift Manager**

### **Job Description**

#### **Reporting to:**

Assistant Warehouse Manager

#### **Key relationships**

- Management team and board members at ILG
- Assistant Warehouse Manager, Warehouse Manager, 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 Shift Manager (WSM) 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 Operations Manager where necessary
- 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 Coordinators make decisions that create win-win situations for both labour control and client success

- Work in conjunction with Assistant Warehouse Manager, 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
- Lead from the front in relation to Health & Safety, ensuring full compliance and pro-actively managing risk by working in close collaboration with Warehouse Manager and H&S Manager to create an industry-leading environment for our employees
- Maintain flawless communications with the Client Services team, highlighting any operational risks in a timely manner and provide detailed solutions to operational challenges
- Present operational performance against KPIs, providing detailed and informed commentary
- Support Warehouse Operations Manager and Warehouse 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
- Support the Warehouse Management team in the implementation of new business opportunities
- Ensure strong working familiarity with WMS platform and reporting tools, both personally and through warehouse team
- Take the lead to ensure that all staff in warehouse receive a meaningful Performance Development Review and all training is up to date
- Work in alignment with warehouse management peers, sharing best practice, and supporting objectives in all sites
- Use weekly and 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
- Support with prospective and current client tours of your facility, providing detailed insight into ILG's warehouse operations

## **Experience**

- Resilience in a fast-paced environment
- Proficient working knowledge of MS Office packages
- Track record of warehouse management, preferably in a 3<sup>rd</sup> 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