

Job Description – Warehouse Operations Manager



Job Title: Warehouse Operations Manager

Reporting to: Supply Chain and Logistics Director

Hours of Work: Normal hours of work are from 08:30 am to 5:00 pm Monday to Friday based in Langar, Nottingham. However, you may be required to work flexibly around these core hours and consistent with managing a multi-shift warehouse operation and meeting the demands of the business.

Travel: This position may require occasional domestic travel and exceptional European travel for the purpose of coordinating Warehouse and logistics activities related to handling and distribution of product.

Main purpose of the job: Establish, develop and lead a health and safety, customer (internal and external), quality, environmental, cost and accuracy focussed warehouse operation that will meet the needs of the business, its brands and support its ambitious growth plans.

Shape, plan and execute a strategy for the warehouse, assets and human and financial resources aligned to key business objectives and achieving the overall aim of transforming the site into a centre of excellence.

Ensure the operation is managed safely and effectively, evidenced by achieving and sustaining 'best in class' KPI for health and safety, customer service, cost of quality, recycling, cost, productivity, processing and inventory accuracy and space utilisation.

Manage, develop and motivate Team Leaders and a multi-shift team. Champion continuous improvement and Lean processes.

Main Duties and Responsibilities:

Health & Safety, Compliance and Environment

- Embed a safety, wellbeing, quality and accuracy driven culture.
- Ensure work is carried out in a safe manner and all near misses, incidents and accidents are reported and investigated, and appropriate action taken subsequently.

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Main Duties and Responsibilities (Continued):

- Ensure all relevant warehouse plant and machinery has appropriate maintenance plans and meets Health and Safety requirements. Know the legal and compliance responsibilities of the position and ensure those in areas of responsibility understand and adhere to the compliance responsibilities of their roles.
- Maintain the operation to the highest standards, through good housekeeping procedures and processes to develop a "clean as you go" attitude in the warehouse.
- Establish suitable environmental metrics for waste recycling and energy efficiency.

People & Culture

- Align Personal Development Plans (PDP) for Team Leaders to the functional strategic plan to create structure, accountability, responsibility and focus.
- Require routine, disciplined operational reviews that cascade through the organisation to all levels enabling rapid escalation of issues for resolution and improved performance.
- Develop relationships with key stakeholders to embed a continuous improvement focus and agree cross functional ways of working.
- Develop and sustain appropriate working relationships which foster a team working environment, engaging colleagues across the function.
- Drive team and individual development in line with the Company HR strategy and succession/ performance management processes.
- Lead and motivate the warehouse team to sustain a world class approach to 5S and warehouse organisation, identifying and implementing improvements.
- Lead the warehouse training and development strategy ensuring each operator understands their part in the business and has the opportunity to develop.
- Set widening targets for Team Leaders and teams to produce KPI reports and data.

Cost Management

- To create, deliver and own an annual operating budget which fully supports the needs of the business, its high profile brands and its ambitious growth plans.
- To provide the highest level of service at lowest effective cost and pro-actively seek effective ways of reducing variable costs including cost of quality.

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Main Duties and Responsibilities (Continued):

Customer (Internal & External)

- Measure, maintain and report a suite of department KPI's for health and safety, people (absence, engagement), Customer Service (OTIF/ODP), Business Process (order fill rate, accuracy, waste management), Financial (OPEX, CAPEX) and other metrics.
- Ensure capacity and capability plans for staffing levels, IT solutions and outsourcing are timely, cost effective, operationally effective and support customer requirements.

Business Process

- Achieve best in class stock integrity and stock accuracy targets.
- Identify and lead business improvement projects to create sustainable step change.
- Champion continuous improvement activities such as Kaizen and 5s.
- Review external trends and identify internal opportunities for continuous improvement.
- Ensure distribution warehouses are sized, designed and staffed properly, in line with future requirements spanning volume, handling, storage, shipping and value-added service.
- Ensure appropriate process controls and documentation sets are in place at suppliers.
- Perform all company business in accordance with regulations, company policies and procedures and demonstrate high ethical and professional standards with business contacts in order to maintain CDA and Amica excellent reputations within the business community.

Key Skills / Attributes

- Thrives in a fast-paced, collaborative environment, drives for results, understands the legal and regulatory landscape, demonstrates excellent judgment and is solutions oriented.
- Confident, articulate team player who is calm under pressure and able to influence at all levels with exceptional leadership, communication and interpersonal skills.
- Excellent numeracy, literacy and IT skills with a strong working knowledge of warehousing principles and software solutions including SAP.

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Key Skills / Attributes

- Senior warehouse management experience with a track record of operational service level and efficiency improvement achieved by delivering continuous improvement and sustainable step change.
- Proven ability to lead and manage projects within timeline and budgetary constraints across functional areas. Strong problem solving and analytical skills.
- Proven experience of holding significant budgetary responsibility with an appreciation of building ROI proposals.

Preferred Qualifications

- Bachelor's degree in business, manufacturing, logistics or related field.
- IOSH or similar level qualification. (NEBOSH desirable but not essential).