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| SECTION 1 – IDENTIFYING INFORMATION | | | |
| Job Title | Warehouse Team Leader | Department | Service |
| Function |  | Site | Fakenham |
| Date | 23/08/12 | Approved by  (manager) | Barry Almen |

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| SECTION 2 – JOB SUMMARY |
| To provide a visible point of contact within the stores/warehouse for all staff. To work with the Services Supervisor to ensure that all policies and procedures are adhered to and that the operation makes the most efficient use of its resources. |

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| SECTION 3 – KEY ACCOUNTIBILITIES | | % OF TIME |
| **Man management of Warehouse operatives**   * Carry out a high level of communication with team to meet business and customer requirements * Spend at least 1 hrs of 12 hr shift on shop floor working alongside and being a visible presence for operatives. * Carry out daily and weekly briefings. * Conduct regular 1-1 meetings with member of team * Ensure that all members of shift understand the level of respect and behaviour that is expected between colleagues on site * Adhere to and ensure all staff are aware and adhere to company policies and procedures * Develop a culture of respect, honesty and cooperation and ensure that building a team culture is part of the ethos of the operation * Manage the warehouse operation proactively, ensuring that all aspects pick, Putaway and replen meet the required targets and that the floor space is used effectively. | | **55%** |
| **Staff development**   * Ensure that all staff have development plans and that regular coaching sessions are undertaken * Spend time with shift on daily basis during breaks discussing non work related subjects * Be the first point of contact for all operatives on your shift | | **20%** |
| **Service levels to customer**   * Ensure that shift are aware of targets and feedback performance issues and equally good performance * Actively seek ways to improve team performance * Carry out audits of stores/warehouse processes. | | **15%** |
| **Ensure correct stock rotation**   * Ensure that all Putaway and despatch is carried out correctly and that all FLT drivers are aware of stock process and procedures * Stock checks carried out in co-ordination with stock controller | | **10%** |
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| SECTION 4 – EDUCATION & EXPERIENCE | | |
| Education Level (i.e. Degree, Prof. Quals., etc) | GCSE – 5 Grades above C  Ideally candidate will have undertaken training on man-management or NVQ at level 2 and above | |
| Years Experience (i.e. Relevant experience, Industry Experience, Management level experience, etc) | warehouse/stores experience  supervisory experience | |
| Key Capabilities and Characteristics (Interpersonal skills, specific competencies, specific skills, etc) | Provides staff with a clear overview of what they have to achieve.  Accepts responsibility for own/teams actions and decisions.  Demonstrates resilience in maintaining quality under pressure  Monitors progress in staff performance to ensure timely completion. | |

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| SECTION 5 – DIMENSIONS & SCOPE | | | |
| Budgetary Responsibility  N/A | Direct/Indirect Budget | Size/Amount |  |
| Other key dimensions  (.e.g. sales, products, skus, reports, invoices, etc  Please put description and numbers | Carry out disciplinary action  Indentify training requirements  Provide performance and service related kpi’s  Regular team briefings to team and act on any issues raised. | | |

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| SECTION 6 – CONDITIONS OF ROLE | |
| State any conditions for role  (e.g. Travel requirements, site specific/multi-site, Physical conditions i.e. Hot/Cold, indoors/Outdoors, hazardous, etc) | There is a requirement to work outdoors and also in a cold store ( Temperature -25) |

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| SECTION 7 – POSITION IN ORGANISATION | | |
| **Peer Positions (list below)** | Team Size (if none put 0) | 2-15 members of staff |
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|  | Reports to (Job Title) | Services Supervisor |
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|  | **PLEASE ENSURE YOU ATTACH CURRENT ORGANISATION CHART** | |
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| SECTION 8 - SIGNATORIES | | | |
| Job Holder Signature |  | Manager Signature |  |
| Name |  | Name |  |
| Date |  | Date |  |