

## Warehouse Operations Manager

**Brand:** Matthew Clark

**Job Family:** Logistics

**Report To:** Depot Manager

**Sub Family:** Logistics

### Purpose

To manage the depot operations on a shift basis, including outbased personnel, within agreed customer service and key performance indicator targets.

### Core Accountabilities

- To ensure that all goods received are handled, checked and located correctly.
- To ensure that all returns (full goods & empties) are recorded and dealt with correctly.
- To ensure that the depot stock level is optimised and rotated correctly.
- To maintain a tidy and efficient warehouse and yard area.
- To ensure that all orders are picked, packed and loaded accurately, efficiently and effectively so as to meet agreed delivery schedules.
- To ensure that all administration related to the running of the warehouse is completed accurately and on time.
- To ensure that all warehouse staff, are aware of and adhere to all relevant Health & Safety and Fire regulations.
- To ensure that depot security is maintained at all times.
- To ensure that all warehouse staff, are trained and capable of carrying out their work efficiently and effectively.
- To assist with stocktakes as required as per Standard Operating Procedures.
- To maintain stock levels of own label wine as required
- To identify areas for continued improvement and / or cost saving.
- Manage a team of up to 40 employee's, ensuring that staffing levels are adequate to meet the needs of the business.
- To assist Depot Manager as required.

### KPIs

- Monitor picking performance
- Orders picked on schedule
- SOP Compliance
- Health and safety compliance
- Stock rotated
- Stock written Off
- 18001 Compliance

### Key Relationships

#### Internal

- Transport
- Stock Control
- Admin
- Head Office
- Sales force
- RMD
- Auditors

#### External

- Suppliers
- Sales teams
- Customers
- Auditors

## Experience, Skills and Knowledge

- Previous experience in similar role essential
- Red Prairie Management system experience desirable
- Strong people manager
- Calm under pressure
- Good communicator

## Our Values

### Passion

We tackle challenges and opportunities with passion and enthusiasm. Across the business we have fun whilst we do it.

### Agility

We are always flexible to the needs of the business. Our people generate innovative ways of working. In return our leadership embrace new ideas and opportunities.

### Team Work

We work as one team to achieve a common goal. We support our customers, our retail Franchisees and each other.

### Customer Focus and Excellence

We make a difference by going the extra mile for our customers and each other.