



JOB DESCRIPTION

Job Title: Shift Manager

Reporting to: Operations Manager

Responsible for: Management of Warehouse Colleagues

Overall purpose of the job:

To manage the delivery of a high quality cost effective Warehouse Operation, through establishing and maintaining effective and efficient procedures, motivating, engaging developing colleagues whilst effectively maintaining a Health & Safety compliant warehouse.

Duties and Responsibilities

Oversee the day to day running of the warehouse to deliver an efficient, cost effective, timely and high quality service. Safety, Service, Engagement & Productivity should be at the heart of everything you do. This includes but is not limited to the following:

- Adopt good communication skills at all times.
- To ensure that all work activities are performed as documented within the department's written procedures.
- Ability to make day to day decisions and control the warehouse in the absence of the Operations Manager.
- To ensure all incoming goods are checked in accurately and located in the correct locations with any discrepancies being documented.
- Physically assist in all aspects of the daily site operations when required.
- To ensure picking & loading schedules are maintained and vehicles are loaded both on time and safely, in accordance with the safe system of works (SSOW).
- To monitor all picking & loading errors and report back to the Operations Manager.
- To ensure all staff are inducted in line with site and departmental induction processes.
- Ensure warehouse HHT's & printers are in working order – sorting and / or reporting issues to the relevant department.
- Ensure that the companies Health and Safety processes and procedures are followed

Colleague Management

- To monitor and action any issues on colleague performance relating to attendance, attitude, safety, work accuracy and speed of work.
- Plan staffing levels within the team to meet business needs.

- To identify and report to the Operations Manager any training needs of the team members.
- Carry out investigations of serious breaches of companies operating processes in a professional manner as required

Performance measurement and reporting

- Regularly review reports tracking performance against KPIs with the Operations Manager.
- Recommend and implement performance improvements as agreed.

Compliance

- Ensure compliance with company processes and procedures at all times.
- Ensure that the Warehouse maintains high levels of housekeeping.
- Ensure that the warehouse complies with current legislation in regard to H&S.
- Any other ad-hoc duties as and when required to support the needs of the business.
- Exhibit a flexible approach to working on a rota basis and provide necessary cover where needed.
- Be willing to attend internal training as necessary to keep up to date with the latest technology and operating processes.
- To work within the relevant legislation, policies and procedures.

Skills and Experience

It is **essential** that you:

- Previous experience of Team Management.
- Well organised with an understanding of warehouse management principles.
- Excellent team management and employee engagement skills.
- Analytical and systematic approach to problem-solving and conflict management.
- Excellent written and verbal communication skills.
- Ability to prioritise busy workload and excellent time management.
- Excellent interpersonal skills.
- Ability to work under pressure and keep calm.
- Ability to work as part of a team.
- Ability to work on your own initiative.
- Good understanding of H&S legislation.
- Administratively strong and IT literate.

Personal Characteristics:

- A consistent, positive outlook.
- An enthusiastic 'can do' attitude which inspires and motivates others.
- A visible, team player committed to the continuous development of staff.
- The ability to effectively evaluate challenging situations and to make well-judged decisions.

- Excellent interpersonal skills, motivating and influencing skills, organisational and management skills, and well developed analytical and problem solving skills.
- Attention to detail
- An ability to work under pressure and meet tight deadlines.
- Strong commitment to Customer Care and meeting customer needs

This Job Specification is current as at the date shown. In consultation with the post-holder, it is liable to variation to reflect changes in the job. It has been drafted as a guide to the purpose and main duties of the job as it exists currently. It is not intended as a wholly comprehensive or permanent schedule of duties and it does not form part of the contract of employment.

If you are interested in this post please enclose a CV and cover letter to kyle.kinton@primaflowfp.co.uk