

# Warehouse Manager

## Job Description

(Job Code and Level: PWR tba )



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### The Vision:

For Powrmatic to be a world class manufacturer, something we can all be proud of, and something that will enable us to maximise our potential for growth and to provide security for years to come.

### The Mission:

To design, develop, and deliver quality HVAC solutions on time (every time), to manufacture products in the most efficient and cost effective way, by concentrating on consistently doing the right things and doing them well, enabling us to maximise shareholder value and stimulate growth.

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### Definition:

The Warehouse Manager is responsible for the running of the Warehouse Operations ensuring the efficient planning/organisation of customer deliveries, collections, and receipt of raw materials. The Warehouse Manager reports to the Supply Chain Manager.

### Overall Purpose of the Role:

Lead the warehouse operations within budget and output targets to meet customer requirements and standards.

To oversee the efficient receipt, storage and dispatch of a wide variety of products. To ensure the loading of vehicles is the most efficient, cost effective and safe solution at all times. To enhance customer experience by working closely with the customer services and production planning teams. To complete training requirements to enhance productivity and customer satisfaction. Full accountability for ensuring safety, customer quality, cost and delivery requirements are met. Responsible for developing an enthusiastic, motivated and flexible team by building working relationships ensuring that Health & Safety and Environmental requirements are adhered to. Manage the team on best practice and establish standard policies and procedures whilst also mentoring and leading teams. Implement and manage continuous improvement by highlighting deficiencies and recommending changes in training, working practices and principles.

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### Key Responsibilities:

#### Strategy and Development

- Contribute to the creation and implementation of best practice logistics vision, strategy, policies, processes and procedures to aid and improve operational performance

#### General and Task Management

- Overall responsibility for Warehouse Operations.
- Maintains receiving, warehousing, and distribution operations by initiating, coordinating, and enforcing operational policies and procedures.
- Optimise space utilisation within the warehouse and yard to support sales revenue and operations.
- Completes warehouse operational requirements by scheduling and assigning employees and following up on work results.
- Maintains warehouse staff job performance by coaching, counselling, planning, monitoring, and appraising job results.
- To provide timely loading of goods to ensure prompt and accurate despatch of customer orders.
- Setting Key Performance Indicators to gauge departmental performance.
- Monitoring and reporting results against agreed KPIs.
- Ensuring all operational transactions are completed within the set parameters.
- Controlling flow of materials throughout the Warehouse and Production areas.

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- Management of inventory within the Warehouse area.
- Attend various meetings and action/communicate instructions.
- Driving Continuous Improvement initiatives
- Leading the department to ensure all employees buy into the company vision and mission.
- Implementing new processes and procedures across the department.
- Working closely with the Customer Service, Production Planning and Supply Chain teams.
- Ensuring that the operational production systems meet the demands of the business.
- Ensuring that standards of performance are available for all operations throughout production.
- Ensure the environmental, health and safety and quality standards and procedures are adhered to.
- Evaluate challenges and mitigate risks.
- Support the development and introduction of new products.
- Deliver improvement initiatives for both people and operational improvement.

### People Management

- Build team philosophy and cultivate a team atmosphere by working with the team to achieve the company's targets and objectives
- Maintain training matrix and ensure employees are adequately trained and competent within their role to ensure operational flexibility
- Coach the team daily in order that a common goal is focused upon and those business objectives are met consistently
- Planning, managing and adjusting staffing levels to meet daily operational requirements within the warehouse
- Manage Manpower resource effectively to support customer delivery requirements and also Lean Manufacturing principles
- Drive Company Absence Control Procedures to ensure maximum attendance levels. Administer holidays, sickness and timekeeping effectively
- Deal with all personnel issues on shift including interaction with the JCC, in line with Company Policy.
- Supervise the warehouse team and manage day to day warehouse operations

### Self-Management

- Support, comply and ensure complicity with Health & Safety regulations, the Company Handbook, Quality and Environmental standards, and all other Company policies and procedures
- Embraces personal challenge
- Confident, rounded thinking
- Is self-aware
- Is resilient, assertive, optimistic and open to change
- Engages interest and participation of others and has a collaborative approach to working with others
- Actively Committed to team development
- High levels of motivation and action orientated

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### Skills and Attributes:

- Proven Warehouse management skills with the ability to optimise team performance and development.
- Excellent relationship management skills with the ability to engage with interfacing departments.
- Proven people manager with the ability to coach and mentor towards excellence on performance.
- Excellent communication, interpersonal and influencing skills.
- Strong analytical and problem-solving abilities.
- Results orientated with ability to plan and deliver against project deadlines.
- Resilient, self-motivated and able to work well under pressure.
- An appreciation of and an ability to positively resolve issues arising from different cultures.
- High levels of numeracy and literacy.
- Good understanding of customer deliverables and the impact of failure/cost of poor quality.
- The lists in all sections are not definitive and are subject to change as business needs deem necessary, You may be required to undertake differing tasks within your capability

### Smart Objectives:

- OTIF (Perfect Order Rate ) 98%
- Inventory Accuracy 100%
- Goods booked in and located within 24 Hours

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### Qualifications and Experience Levels:

- Degree preferred, HND, BTec Professional Level 5 Award or equivalent NVQ Level 5 qualifications.
- Previous management experience with the ability to manage and motivate others
- Previous experience of inventory control
- A full understanding of the requirements of running a warehouse, such as health and safety requirements
- A warehouse or distribution qualification would be advantageous
- Knowledge and understanding of lean techniques
- Fork Lift Truck licence may be required
- Professional membership of an industry related body would be advantageous.
- Experience of working within the HVAC Industry.

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### Continual Improvement Policy:

Continuous improvement is at the core of the management strategy of Powrmatic and covers all aspects of the operation of the company. Continuous improvement activities drive organisational excellence to improve value delivery to all Powrmatic stakeholders including customers, employees, partners and society, thereby increasing the probability of long term success as an organisation.

By implementing a culture of continuous improvement, the company will:

- Focus on understanding and satisfying the customer, external and internal;
- Regularly review approaches and methods with improvement cycles and conclusions implemented;
- Benchmark and regularly measure the performance of key processes;
- Manage business using facts rather than opinion;
- Maintain a culture of clear, open communication;
- Work to reduce process-time in all aspects of the business;

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- Promote active teamwork as a normal way of achieving outcomes;
- Recognise and promote improvement efforts;
- Develop a culture wherein continuous improvement involves everyone and the process of change becomes routine; and develops and values key partnerships with participants, customers and other stakeholders.

**I have received, reviewed and fully understand the job description for Logistics Team Leader I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.**

Employee Name \_\_\_\_\_ Date \_\_\_\_\_

Employee Signature \_\_\_\_\_