

Job Title	Warehouse Supervisor
Business Unit	Restore Harrow Green
Department	Operations
Location	Silvertown
Reports to (direct)	Head of Warehouse and Fleet Operations.

MAIN PURPOSE OF JOB

Reporting to the Head of Warehouse and Fleet Operations. The Warehouse Manager will be responsible for the warehouse operation with a focus on the operation and service delivery from Warehouse, this is a pivotal role within a growing branch.

KEY TASKS

- Oversees daily activities & warehouse activities
- Invoicing duties accounting to the storage
- Good in and out processes being followed.
- Inventory being conducted for a Customer within a 48 hr SLA
- Communicating with customers, providing regular updates
- Updating reports on task (via excel)
- Travelling to other sites as on when require to support with business demands
- Collaborating with Administration services teams to understand Customers' needs and respond to them proactively, positively and extremely quickly
- Provide analysis guidance where required within the management team
- Deploy Organised Warehouse with Strategic warehouse space for growth (Maximising space, ensuring its used to the best potential)
- Ensure warehouse is clean and tidy at all times
- Recruitment, onboarding, training and colleague retention, manage resource with BAU activities.
- Working closely with management and team members to support with grievances & disciplinaries
- Compliance and Legislation adherence

SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED

- Full UK Driving license
- Warehouse Management experience is essential.
- White-glove customer-first focused mentality is essential.
- Counter Balance and reach Truck licence capabilities for all your staff including yourself.
- Front-foot & hands-on leadership style - this role is very much a hands-on & full-on management role.
- Able to liaise from the shop floor to senior management level.
- Keen to leave a lasting impact and legacy on the wider business.
- Someone who wants to play an integral part in building/growing a strong operation.

OTHER INFORMATION

- N/A

COMPLIANCE RESPONSIBILITIES

- Adhere to all Company Policies and Procedures contained in the Codes of Conduct, Information Security, Environmental, Health and Safety and Quality Management Systems
- Report any Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery incidents to your supervisor/line manager
- Continually review internal and external administration procedures for improved efficiency.
- Investigate ways to ensure special treatment is given throughout the organisation to major accounts.
- Promote good communications at all levels within the division and be a catalyst for proactive improvement within the team as a whole.
- Work closely on a day to day basis with managers and other team members to ensure efficient communications between departments.
- Participate in the weekly review meeting with move team and sales team, be responsible for follow up

- Managers are responsible for training staff on Company Policies and Procedures contained in Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery Management Systems.

DECISION MAKING AUTHORITY AND CONTROL Delete if not applicable

APPROVALS:

Line Manager

Name:

Signature:.....

Date:.....

Post Holder

Name:

Signature:.....

Date:.....

NOTE: Please ensure that sections in red font are completed or deleted as applicable. Further guidance or advice can be obtained from your local People Team.

The company reserve the right to amend or update this job description as the demands of the business develop. A copy of the signed job description should be returned to the People Services Team via the Helpdesk by raising a query using the following link <https://peopleservices.restoreplc.com/support/tickets/new> .