JOB DESCRIPTION

|  |  |
| --- | --- |
| **JOB TITLE:** | **WAREHOUSE & LOGISTICS SHIFT TEAM LEADER** |
|  |  |
| **NAME OF JOB HOLDER:** |  |
|  |  |
| **REPORTING TO:** | **GROUP OPERATIONS MANAGER** |
|  |  |
| **PRIMARY RESPONSIBILITIES:** | **To ensure the safety and legality of warehousing and logistics operations, meeting Company service and performance standards and ensuring compliance to Company policy and procedures.**  **Responsible for warehousing, logistics, hygiene, security and facilities management of company premises** |

**SUMMARY OF DUTIES AND RESPONSIBILITIES**:

1. Supervision and management of Warehouse and Logistic operatives to ensure work is completed in a timely, accurate and efficient manner.
2. To ensure, as far as reasonably practicable, the health, safety and welfare of Warehouse and Logistics employees and other persons affected by the activities of the department, are in line with statutory requirements, Company policy and procedure.
3. Manage the daily start up procedures – unlocking and prestart checks on all warehousing and logistical equipment.
4. To ensure compliance to the statutory requirements with regard to the Company’s Commercial Vehicle Operators Licence, drivers’ hours and other related regulations.
5. Resource planning to maximise efficiency and ensure operational success.
6. Managing the daily work plan.
7. Manage daily delivery route planning for own transport, hauliers and parcel carriers.
8. Manage and organize daily picking requirements.
9. Monitor accuracy and organization of outbound picks and sales orders.
10. Supervise picking and checking process for accuracy and to ensure customers’ orders are fulfilled within the required timescales.
11. To ensure that customer service is maintained to Company targeted levels by monitoring and reviewing performance, taking action to maintain and improve on time, in full deliveries and minimise customer complaints.
12. To promptly, accurately and fully investigate customer complaints, identifying root cause(s) and taking appropriate action to prevent recurrence.
13. To ensure that the administration of customer orders, deliveries and consignments within Company and third-party systems is managed accurately and effectively to maintain customer service and in accordance with Company procedures.
14. To ensure that Company stock control procedures are executed accurately and effectively to ensure that stock integrity and service is maintained. Including, but not limited to:
    1. Goods receipt
    2. Put away
    3. Stock relocation
    4. Replenishment
    5. Order picking
    6. Order checking / packing
    7. Loading
    8. Order despatch
    9. Returns management
    10. Stock checking
15. To recruit, retain, motivate, train and develop, engage, monitor and performance manage members of the Warehouse and Logistics Team as required to ensure the successful delivery of the Company’s objectives and that succession planning is in place.
16. To develop, implement, monitor, maintain and improve processes, procedures and reporting utilised within or generated by Warehouse and Logistics.
17. To ensure that the facilities management, security and hygiene of Company premises meet all statutory and Company requirements.
18. To ensure that the requirements of ISO 9001 & 14001 are understood, implemented and adhered to within the Warehouse and Logistics Department, completing internal audits as required.
19. To report and investigate accidents, near misses and damage to Company property, identifying root cause(s) and action to prevent recurrence.
20. Assist in employee training, development and engagement.
21. To manage reports and complete monthly reports to Operations management and check daily reports are met for orders despatched.
22. Collate housekeeping matrix.
23. Maintain picking error by operative analysis.
24. Any other reasonable duties as required.

|  |  |  |
| --- | --- | --- |
| Signed for and on behalf of Merton Group UK Limited. |  | Signed by employee – confirming that employee is in agreement with details as laid out in this job description and will carry out duties and responsibilities at all times. |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| **Name**: |  | **Name**: |
|  |  |  |
|  |  |  |
| **Date**: |  | **Date**: |