

|  |
| --- |
|  ROLE PROFILE |
| Job title | Warehouse Shift Manager | Date | June 2017 |
| Business | Samworth Brothers Supply Chain |
| Department | Warehouse |
| Location | Oak Meadow  |
| ROLE SUMMARY  |
| Responsible for the management of all Warehouse operations shift to shift.. To ensure that appropriate people, equipment and resources are available to ensure the supply chain requirements and all areas of legislation and compliance are successfully achieved and delivered. |
| REPORTING STRUCTURE |
| Reports to | General Manager – Midlands and Penrith |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES  |
| * Maintain consistent standards across all areas of the Warehouse, to ensure that service levels are successfully achieved and high standards maintained.
* Whilst delivering all shift activity, proactively identify areas for improvement or corrective action. Ensure effective resolution and clear communication;, where necessary escalate as appropriate
* Deliver robust people management, in terms of health & safety, compliance and procedures. To ensure that the warehouse operation complies with all budgetary, service, security, stock integrity, health and safety and other legal requirements including fulfilling all food safety requirements to meet BRC standards
* Ensure appropriate training and development is identified and appropriate plans established, to minimise skill gaps
* Deliver clear communication at all times, through weekly briefs, 121 meetings or performance reviews as required
* Provide management reports and presentations as requested.
* Develop and ensure maintenance to a culture of safe working and continuous improvement. Highlight areas of risk and recommend corrective actions and changes when required to SSOW. Ensure appropriate adherence to documented procedures
* Manage the warehouse, working in conjunction with technical team, to deliver the tempering and freezing capability of the site.
 |
| QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE |
| * Likely to have previous management experience
* Strong interpersonal skills, high level of personal awareness
* Computer literate, Word, Excel, PowerPoint, Outlook, with an ability to understand and interpret data
* Ability to work a flexible manner, 4 on ,4 off shift pattern – must hold a current car licence
* Good understanding of Health & Safety legislation and its practical implication, IOSH/NEBOSH preferred
* Good communication skills, both written and verbal
 |
| CORE COMPETENCIES, ATTRIBUTES & BEHAVIOURS FOR SUCCESS |
| **Competency** | **Descriptors** |
| Values People | *Demonstrates the belief that people are our most important asset and central to the success of the organisation. Everybody should be treated with dignity and respect at all times.* |
| Customer Focus | *Demonstrates the understanding that the satisfaction of our internal and external customers is the foundation of our success* |
| Collaborative Team Working | *The willingness to act as part of a team and work towards achieving shared objectives through adopting best practice in line with PQP and Federalism.* |
| Flexibility & Adaptability | *The ability to change and adapt own behaviour or work procedures when there is a change in the work environment, for example as a result of changing customer needs.* |
| Initiative & taking ownership | *Steps up to take on personal responsibility and accountability for tasks and actions in line with PQP and Federalism.* |