

Job Title: Warehouse Manager
Department/Group: Warehouse
Reports to: The Board of Directors
Responsible for: Warehouse Supervisors and Warehouse Assistants

Job purpose:

To oversee all aspects of the Warehouse Operations from creating and implementing Warehouse plans, to leading, directing and developing an engaged and performance focused team. You will promote a culture of continuous improvement where the team work conscientiously with pace and accuracy. You will ensure that financial budgets and KPI's are in place and maintained and have the commercial acumen to plan up to 12 months ahead.

Duties and responsibilities include:

- Oversee the day to day management of the warehouse team to ensure the timely picking, dispatch and delivery of products within budgeted and planned cost, quality and time parameters
- Maintain a high standard of stock control and stock reports, including monitoring of storage space and setting aside areas for new stock
- Assess any SKU and location issues and assess merchandise discrepancies
- Organise stock transfers between warehouse and retail departments.
- Manage stock in our retail stores by maintaining stock locations and reinforcing stock control processes.
- Review and report on resource requirements against anticipated scheduling/future business plans/new products e.g. staffing levels, whilst factoring in process and efficiency improvements
- Ensuring timely and accurate order fulfilment and solve any issues as they arise
- Work closely with Customer Services Manager and Engraving Manager
- Deal with a range of shipments e.g. Royal Mail, DPD and CollectPlus on a daily basis
- Responsible for ensuring all packaging & stationary levels are maintained to fulfill all orders
- Accurately record and report sickness absence to HR

- Carry out all health & safety obligations; ensuring safe working conditions are maintained to a high standard including general housekeeping, training and use of equipment
- Carry out any other tasks that might be reasonably asked of you by the management from time to time.

Skills and Abilities:

- Strong leadership abilities, driving results through a team approach
- Ability to engage, coach and develop your team
- Ability to stay motivated throughout large seasonal changes in demand and staffing levels, and to keep team motivated
- Strong organisational and management skills
- Ability to communicate clearly and confidently with people at any level
- Ability to work various shifts as required
- Excellent decision-making abilities and ability to integrate and apply information.
- Genuinely enjoy multitasking and results orientated
- Committed to providing high levels of customer service
- Good numeracy and IT skills, particularly spreadsheets and databases
- Ability to work under pressure and meet deadlines
- Punctual, honest and trustworthy