

Warehouse Supervisor Job Description

Company Background

Encon Insulation & Nevill Long is the leading independent UK distributor of thermal and acoustic insulation, interior systems, fire protection, construction products, roofing and external façade materials.

As the Distributor of Choice, we take pride in providing the highest level of service and support. We have around 600 employees, with specialist teams dedicated to our key market sectors, and we work hard to add value to every project.

The Role

As a Warehouse Supervisor, you will be responsible for planning and organising the warehouse function efficiently and safely.

You will ensure the team complies with legislation and company standards. In your role, you will be responsible for motivating your team and monitoring their performance, all whilst providing a high level of customer service at all times.

You will report directly to the Operations Manager.

Key Relationships

Internally – Branch Management, Branch employees and Operations/Facilities

Externally – Customers and Suppliers (vehicles, recruitment, etc.)

Candidate Requirements

Behaviours:

- Customer focussed
- A team player
- Strong 'can do' attitude
- Flexible
- Excellent communicator
- Professional
- Detail conscious
- Results driven
- Proactive

Skills:

- Experienced in people management.
- Strongly numerate.
- Literate, with written and verbal communication skills.
- Proficient with IT, particularly MS Office.

- Forklift licenced.
- Warehouse experienced.
- Health and safety aware.

Key Responsibilities

Customer Service and Performance:

- Ensures the efficient safe and secure loading, unloading and safe and accurate storage of goods.
- Plans and organises warehouse activities and delegates appropriate tasks to ensure maximum efficiency is obtained.
- Identifies areas for improvements and implements changes where appropriate e.g. ensuring stock is stored in most appropriate location.
- Listens to staff concerns, persuades and influences others to gain buy in and trust.
- Motivates and coaches staff to help them reach their objectives.
- Conducts regular team meetings.
- Ensures adequate communication channels are established and maintained to improve teamwork and workforce motivation and commitment.
- Monitors staff performance against objectives, training and safe systems of work and initiates action to address shortfalls.
- Monitors activities to ensure each person has adequate skills and competence to achieve activities.
- Adapts approach/style of interaction depending on the people and/or situation as appropriate.
- Takes responsibility for resolving issues with orders and customer deliveries.
- Ensures staff provide customers with a high level of service (including trade counter as appropriate).

Compliance:

- Follows procedures for securing premises, equipment, stock and cash.
- Identifies and raises awareness of staff training needs.
- Ensures stock rotation is carried out and that shelf life stock is monitored and recorded in line with company procedures.
- Ensures that all Goods in and Goods out are checked for quality and condition and that company goods in and goods out procedures are followed.
- Ensure that a quarantine area for non-conforming product is maintained and a record kept in line with company procedures.
- Ensure appropriate segregation of waste streams to maximise recycling, in line with company procedures.
- Ensure a clean tidy and safe working environment is maintained.
- Ensures that they are familiar with health and safety rules and regulations, and that their responsibilities as an employee, in respect of health and safety, are carried out in full.
- Ensures that the team comply with legislation and company policies and procedures e.g. Health & Safety Legislation, working time directives etc.
- Raises issues that may impinge on health and safety requirements and ensures that they are rectified immediately.
- Investigates accidents and generates reports.
- Ensures that warehouse space is kept tidy and free from hazards.
- Any other duty reasonably requested by management.

This list is not exhaustive and may be subject to local variation.

Standard Terms, Conditions and Benefits

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| Working Hours | 45 |
| Overtime Rate | Discretionary |
| Notice Period | 1 Month |
| Holiday Entitlement | 23 Days |
| Encon Work Save Pension | Yes |
| Life Assurance Plan | Yes |
| Bonus Scheme | Yes |