

TTP Job Description

Position Title	Warehouse Supervisor
Reporting Relationships	This position reports to Team Leader / Head of TTA or identified Senior manager
Summary of broad purpose of position in relation to organisation's goals	To undertake the supervisory role of Apprentices in the day to day running and operation within TTA warehouses / sites with the aim of enabling TTA to be self sufficient and prepare Apprentices for placements in Host Companies.
Key Responsibilities	<ul style="list-style-type: none"> • Ensure Apprentices adhere and understand Health and Safety policy and their responsibilities • Ensure Apprentices wear required PPE at all times and adhere to agreed Code of Conduct • Liaise with Recruitment Support Officers and Sales dept in relation to Apprentice performance / concerns / readiness for Host companies • Mentor and impart logistics knowledge to Apprentices whilst undertaking operations within TTA • Ensure registers/ clock cards are completed correctly and information relating to attendance provided to Head Office within timescales agreed • Provide a professional and positive role model for Apprentices • Adhere to procedures relating to the proper use and care of equipment and materials for which the role has responsibility • Organise and brief teams / shifts in order to deliver contracts / reworking to required standard and within required timescale as agreed with clients • To carry out such duties as may be required commensurate with the grading of the post • Building a positive rapport with Apprentices • Adhere to and understand Company Policies as identified within the Staff Handbook • Ensure the meeting of schedules and deadlines are adhered to • Communicate and implement change as directed • Health and Safety compliance in accordance with Company Policy • Manage inventory accuracy through monitoring of daily warehouse activities, cycle counts, stocktakes and <u>audit</u> of same to verify results • Provide leadership by establishing clear expectations and demonstrating high standards of work practices and safety conscious behaviour • Establish, maintain and promote high standards of customer service • Experience working within policies and procedures and understanding of compliance, in relation to regulatory bodies' legislation • Liaise with drivers, customers and warehouse personnel • Supervision of all staff under your direct or indirect control • Administration duties as required to ensure daily KPI performance is achieved • Co-ordinate efficient operation of the warehouse • Plan and co-ordinate labour (approximately 30 employees) • Co-ordinate deliveries with carriers to ensure KPIs are achieved • Train and monitor staff in standard operating procedures (SOPs) and safe work practices, including new employee inductions and tool box talks • Continuously monitor the performance and activities of the warehouse through the use of KPIs, with a primary focus on cost controls
Team Environment	<ul style="list-style-type: none"> • The Warehouse Supervisor is a member of the TTA Department • The Warehouse Supervisor is a key role in the site operational procedures regarding health and safety and general work activities
Key Challenges	<ul style="list-style-type: none"> • Attention to detail in all operational procedures and guidelines • Supervising young adults from a range of social economic backgrounds • Internal communication between departments

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	<ul style="list-style-type: none"> • Processing accurate stock records and important documentation
Environmental Factors	<ul style="list-style-type: none"> • Mainly warehouse and yard based, but sometimes called upon to support in working on employers premises

Recommended by:

Present occupant:

Name:

Date appointed:

I have read and understand the responsibilities, performance outcomes and performance indicators described above.

Occupant signature:

Date:

Organisation Chart attached? Yes/No

Date reviewed:

Person Profile

Qualifications	<ul style="list-style-type: none"> • Adequate qualifications in Maths/English/ICT
Experience	<p>Essential</p> <ul style="list-style-type: none"> • Experience with using computerised stock control systems • Occupational experience within the Logistics/Transport sector • Experience of communicating and working with young adults • Ability to gain respect of young people in a no authoritarian way
Skills	<p>Essential</p> <ul style="list-style-type: none"> • Experience of working as a member of an effective team. • Experience of successfully achieving deadlines and working without close supervision. • Ability to diffuse potentially confrontational situations • Experience in using Information and Communication Technologies.
Personal Attributes	<ul style="list-style-type: none"> • Enthusiastic and receptive • Willingness to receive positive feedback and constructive criticism • Ability to act as a role model • Ability to provide leadership and motivation to a team

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	<ul style="list-style-type: none"> • Ability to monitor and implement quality systems • Ability to deliver relevant aspects of an operational plan and achieve performance targets • Ability to successfully consult, influence and undertake delegated tasks • Available to work outside normal office hours when required by clients
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Position Objectives:

Major responsibilities	Performance outcomes	Performance indicators
Fully understand Health And Safety policy and legislation and Safeguarding policy and implement it all times within the Warehouse environment	All Apprentices are aware of their responsibilities in line with ERR / Health and Safety - Safe working environment and practises	- No or minimum number of accidents - Apprentices wearing of PPE - Reporting Safeguarding issues in line with policy i.e Apprentices off site
Positive role model for young Apprentices	Apprentices understand and operate within the Code of Conduct	- High success rates of Apprentices at interviews with Host Companies - Retention rates of Apprentices in Host Companies - Positive feedback from Apprentices at AAC meetings - Smart appearance & high personal standards i.e. no swearing
Implementation of Standard Operating Procedures and imparting Logistics knowledge to Apprentices	- Apprentices understand and are competent in specific Logistics areas i.e banding/ wrapping/ terminology/ processes - Registers are completed accurately and timely	- Apprentices complete Warehouse training forms - Apprentices follow correct procedures in relation to resale / Orderwise / stock location / - Feedback from Host companies on competence of Apprentices - Daily registers and clock cards returned accurately and timely to Head office in line with procedure - Head Office/ relevant department is made aware of specific issues / concerns
Preparation of Apprentices for Host Companies	- Apprentices understand what employers / Host Companies are looking for - Apprentices are aware of roles / functions within the Logistics / Sustainable resource management arena	- Retention rate of Apprentices within Host Companies - Feedback from Host companies on readiness of Apprentices for work/ sustained employment
Reworking contracts / orders are delivered to clients specifications	- profitable reworking contracts delivered to correct specification and within timescales as identified by Team Leader / Head of TTA/ Senior manager	- Repeat business from clients within reworking area - No errors / and delivered within timescales required - Increased units per hour over time processed by Apprentices - comprehensive system / process including quality control implemented

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		- Profitable depot performance
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