

Role Purpose: To manage the Twilight shift Operation in Daventry DC taking responsibility for all Operational functions as well as responsibility for site safety and security during your working hours working effectively with the Inbound and Outbound teams to maximise productivity whilst maintaining high levels of accuracy on shift.

Function / Business Unit: Distribution

Location: Daventry DC

Reporting Line: Twilight Shift Manager

Budget Responsibility: N/A

Team Management: Up to 15 reports.

Key Accountabilities / Responsibilities:

- Work effectively with the Inbound Team Leader to maintain an efficient unified team operation
- Lead picking and despatch operation to ensure all scheduled shops are accurately picked and despatched by end of shift
- Manage sickness absence and return to work
- Manage discipline and performance of all team members
- Oversee allocation of holiday entitlement to warehouse operatives to maintain a balanced workforce capable of meeting demands
- Assist with recruitment of new employees in line with the needs of the team
- Daily briefings with team to ensure cohesive operation of DC
- Carry out team appraisals
- Implementing and monitoring KPI's – picking and despatch rates in line with the requirements of the DC and with a view to continuous improvement
- Mentor, coach and develop members of the team to help them fulfil their roles and progress within the company
- Health and Safety – making sure all health and safety guidelines are adhered to within the warehouse to maintain a safe working environment
- Keeping all areas of warehouse clean and organised
- Managing routine checks of all MHE to ensure safe operation throughout the warehouse
- Monitoring and reporting any equipment, IT hardware or software faults
- Identifying problems/opportunities in operational processes procedures and systems
- Takes ownership for completing tasks and gets the job done
- Make proposals for improvement and implementation
- Regular review of weekly workload and capacities of team

Required Skills & Experience:

- Experience of large scale logistics and inventory.
- Sound knowledge and experience of warehouse/distribution centre operations
- Able to carry out instruction given and impart these to employees
- Proven ability to handle pressure and make business critical decisions based on prioritising of tasks.
- Energetic, positive and highly motivated
- Proven communication skills both verbal and written
- Must have a proven ability to lead and train individuals and groups of Operatives.
- Ability to manage a large multi-functional workforce.

Behaviours:

Planning and organising - Understands own and business priorities. Plans effectively and monitors progress towards achievement of plans. Investigates possible roadblocks and develops contingencies to redirect tasks so momentum is not lost.

Interpersonal Skills - Able to get along with, encourage and build relationships with stakeholders while remaining productive and reaching the end goal. Diffuses even high-tension situations; treats others with respect, patience, and consideration. Builds constructive and effective relationships inside and outside the organisation

Leading - Provides excellent leadership through motivating and developing others to achieve high performance. Conveys a clear sense of organisational goals and values to others

Communication -- Communicates openly and effectively, ensuring that messages are clear and concise. Adapt content and style to help others understand

Drive and motivation - Focuses on results and desired outcomes and how best to achieve them.

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- Plan and implement solutions to new objectives and directives presented to the DC through the Operations Manager
 - Ensure that the Warehouse Operations Support Manager is kept apprised of any matters that would influence the efficient running of the DC.
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Teamwork and collaboration – Understand the importance of team working. Looks for way in which to support and help others