Job Title: Warehouse Supervisor

Job Summary: To assist in the delivery of an efficient distribution operation which meets the needs o customers by providing a reliable service, using all available resources to minimize cc maximize profit within legal and regulatory guidelines.

Key Responsibilities:

General

- Support the management of staff employed within the areas of your responsibility. To motivate them through the use of productivity and other schemes as appropriate. To work towards the depot KPI's, specifically quality and productivity.
- To achieve good discipline, acceptable housekeeping and cleanliness. To support the maintenance of correct staffing levels throughout the depot.
- Communicate and fully explain to staff all aspects of Company business and performance statistics using all methods, such as notice board, meetings, etc.
- Holiday planning - Authorizing holiday requests, whilst maintaining adequate staffing levels at all times.
- Absence Management- Ensure returns to work interviews.
- Disciplinary Management- Responsible for ensuring that all the appropriate Company HR procedures are adhered to.
- Support the induction and ongoing training of employees.
- Effectively supervise all staff employed within the areas of your responsibility. To achieve good discipline, acceptable housekeeping and cleanliness. To maintain correct staffing levels throughout the department to maximize productivity and minimize costs.
- Perform any reasonable task as instructed by the Warehouse Manager, Depot Manager, General Manager and Company Responsible Person.

Warehouse

- Ensure that all orders are completed to allow the delivery vehicles to leave at their due departure time.
- Ensure warehouse personnel are multi-skilled.
- Maintain accurate picking of orders, checking of orders and dispatch to the driver's bay clearly labelled in a proper condition.
- Be conversant with CSD computer procedures.
- Ensure that the appropriate storage conditions for stock are maintained.

Stock Control

- To ensure the correct stock rotation in order to minimise the stock depreciation and FEFO.
- Ensure that goods damaged during these operations are dealt with immediately.
- Investigate picking errors.
- Hold responsibility for the condition of the picking bins and the stock therein. Carry out control checks on the accuracies of staff picking and bin filling activities.
- Responsible for the activities involved in the handling of credit returns, including the return of these goods.
- Ensure the correct and secure storage and transportation and disposal of CD and Fridge products.

- Be involved in undertaking the annual stock take.

Facilities Management

- Support the general maintenance of the warehouse and equipment, working in conjunction with the onsite technical team.

Customer Service

- Deal with customer queries when requested.

Regulatory & Legal:

- Ensuring compliance in conjunction with the Group Safety, Environment and Quality Manager to all Occupational Health & Safety, Environmental and Good Distribution Practices policies regulations and guidance.

Occupational Health & Safety (OHS) and Environment

- Understands the Environmental Management System (EMS) and ISO 14001 procedures. Ensuring systems are in place to provide adequate training to new and existing employees ensuring ongoing compliance to standardised procedures.
- Understands the Safety Management System (SMS). Ensuring, where reasonably practicable, the current laws and regulations and policies relating to OHS are followed. Ensuring adequate training to new and existing employees and ongoing compliance to standardised procedures.

Quality & GDP

- Conversant with Good Distribution Practice (GDP) guidelines for Pharmaceutical Distributors and carryout the duties in such a way as they can demonstrate compliance.
- Carry out the GDP duties within Warehouse Managers sections of the job requirements in the QMS.
- Ensuring compliance with the company Quality Management System (QMS) and ISO 9001 procedures.

Security

- Responsible for organising and carrying out Company Stop and Search policy.
- Ensure compliance with all company security procedures in conjunction with the Group Business Integrity Officer.
- Responsible key holder

Key Experience, Knowledge, Skills & Qualifications:

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Qualifications
Essential:
Minimum 5 GCSE's or equivalent including Maths and English

Desirable:
IOSH Qualification
First Aid Qualification
Fire Marshall

Experience
Essential:
Warehouse experience
Previous experience supervising people in a warehouse operation

Desirable:
Experience of carrying out HR processes
Experience of working to targets/KPIs
Experience of carrying out team briefings
Pharmaceutical industry/knowledge/background
Knowledge
Essential:
An understanding of laws and regulations relating to Health & Safety

Desirable:
Competent in Microsoft Office applications, Word, Excel, Outlook, PowerPoint to an intermediate standard.
Knowledge of perpetual inventory systems
An understanding of GDP regulation
An understanding of WMS

Skills
Essential:
Leadership qualities
Excellent communication skills
Well organised

Additional Requirements:
Desirable:
Full UK Drivers Licence