

Job Description

Warehouse Supervisor

Job Summary

To control and direct an efficient distribution operation which meets the needs of our customers by providing a reliable service, using all available resources to minimize cost and maximize profit within legal and regulatory guidelines.

Deputise in the absence of the Depot Manager if and when required with all associated duties.

Key Accountabilities

General

- *Effectively manage all 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 maintain 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 are carried out & monitoring and measuring staff absences to achieve depot absence target.*
- *Disciplinary Management- Responsible for ensuring that all the appropriate Company HR procedures are adhered to. When disciplining staff, it should be carried out in an appropriate and professional manner.*
- *Organize and control the induction and ongoing training of all employees within the areas of your responsibility.*
- *Effectively manage 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 Depot Manager, Regional General Manager and Company Responsible Person.*

Warehouse

- *Ensure that all orders during the day are completed to allow the vans 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.*
- *Ensure a preventative pest control records 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 organising the annual stock take.*



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Facilities Management

- Responsible for the general maintenance of the warehouse and equipment, working in conjunction with the regional 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 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 BI Officer.

Date	RP Signature
Review Date	RP Print Name



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