Warehouse Supervisor Job Description

Company Background

The Encon Group is the UK's leading independent distributor of building materials with four specialist distribution divisions: Encon Insulation, Nevill Long Interior Systems, Encon Technical Solutions and Encon Construction Products.

Through our national branch network, we stock and supply an extensive choice of products from trusted manufacturer brands. These include thermal and acoustic insulation, external façade materials, interior systems and finishes, technical insulation, construction products and passive fire protection.

As the Distributor of Choice and Employer of Choice, we take pride in providing the highest level of service and support. Our workforce of approx. 500 people includes knowledgeable and experienced teams dedicated to adding value to customers at every stage of their 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

Working Hours	42.5
Overtime Rate	Discretionary
Notice Period	1 month
Holiday Entitlement	23 Days
Encon Work Save Pension	Yes
Life Assurance Plan	Yes
Bonus Scheme	Yes