Job Description – Warehouse Distribution Team Leader

About the Role

Supervision of the Warehouse and Production area, receipt, assembly and dispatch of a range of course materials, home experiment kits, promotion materials, residential schools and technical equipment to students, associate lecturers and other internal and external customers.

Key responsibilities

- Day to day supervision of a team of Flexible Warehouse and Production staff including management of staff performance, motivation, training and absence management. To manage the development of the team through identification of training needs via the Career Development and Staff Appraisal process and one-to-one meetings. Assign and co-ordinate staff to various cross functional tasks to ensure staff are used effectively. Support the Warehouse and Distribution operations Lead, Inventory Control Manager and Planning and Warehouse Team leaders and deputise where appropriate in their absence.

- Liaise with Inventory Control Manager and Planning Team Leader in the creation and control of assembly and mailing schedules. Assess overall workload implications, agreeing adjustments to schedules in order to minimize the impact of peak loads. Task requires drawing information from Planet/Circe databases and the application of specialist product knowledge to analyse data and present in a meaningful format. Ensure the assembly and dispatch schedule is processed in an accurate and timely manner.

- Responsible for the consistent achievement of KPI’s for the delivery of goods, assembly and despatch deadlines. At the same time delivering a high level of product excellence and customer satisfaction.

- Working closely with peers to define, deploy and manage resource and equipment to optimise performance.

- Responsibility for the day to day management of a wide range of mechanical handling equipment, Forklift Trucks and Very Narrow Aisle machines, ensuring safe working practices are adhered to and followed.

- Handle a range of queries relating to stock, assembly and mailing schedules involving extensive use of telephone, email, VOICE and contact with Module Managers, Print Buying and external packing agencies.
• Daily liaison with Distribution Helpdesk regarding stock shortages and delivery dates ensuring they are able to pass on up to date and meaningful information to students. Provide updates and advice to Central Academic Units regarding assembly, packing and dispatch of material related to mainstream module materials. General clerical work as and when required including responding to student queries and assisting the Helpdesk to provide effective solutions.

• Management of electronic label production to ensure mailing schedules are adhered to. Process and sort off module mailing address labels as required ensuring courier manifest is sent and label confirmation is complete, including recently registered students, provide all labels to production for processing and despatch.

• Process transactions including Sales, works and procurement orders. Maintain stock records and manage stock movement transactions in an accurate and timely manner. Provide stock information and statistical information as required. Operate a system of booking in deliveries for external suppliers.

• Monitor the health and safety of staff, visitors and contractors within the Admin area. Ensure compliance with relevant legislation with regard to departmental procedures, practices and environment. Ensure that all health and safety risk assessments are completed in accordance with Open University Policy

Skills and Experience

Essential

• Educated to GCSE standard. Competent in a range of first line management skills including recruitment, interviewing, appraisal, discipline grievance, communications, planning, organising and Customer Service.
• Specialist knowledge of planning processes and internal databases. An understanding of health and safety legislation/regulation as applicable to a warehouse/production/admin environment and the operation of equipment.
• An understanding of the principles of: scheduling work, assessing staffing requirements, dealing with third party contractors.
• Previous supervisory experience.
• Planning and organising skills to meet changing workload demands. Ability to lead and motivate staff under their control.
• Team player who can work with others effectively towards a common goal.
• Excellent IT skills including Microsoft office and experience

Desirable

• Member of an appropriate institute.
• Previous or current Forklift truck certification. (ITSAAR or RTITB accredited or similar)
• Recognised qualification in Warehouse/Production management.
• Knowledge and experience of working in a computerised Warehouse environment.