Job Description: Warehouse Operations Manager

Our Vision: *Deliver innovative supply chain solutions.*

Our Purpose: *We are here to help you succeed.*

Our Mission: *Develop great people that deliver exceptional results.*

We live our Core Values of ***Honesty, Respect, Sharing Passion, Taking Pride and working as a team.***

Job Title: 3PL Operations Manager	
Department: Warehousing	**Group/Team: Waterloo Warehouse – Stage 5**
Reports to: Christchurch Regional Manager	**Responsible for:** Warehouse Store persons, Warehouse Managers, Warehouse Supervisors
Job Objective: The key responsibility of the 3PL Operations Manager is to ensure your designated Warehouse in Christchurch operations are fulfilling the company's vision, mission, values and objectives by maintaining stock accuracy, eliminating errors and receiving and dispatching the correct quantities of products accurately and on-time. Overall success is dependent upon continuous improvement, operational efficiency and inspiring our employees to excel. The job holder is accountable for using their knowledge, skills and experience to successfully lead and develop a diverse team within a strong Health and Safety environment and overseeing the day-to-day warehousing operation. The job holder is responsible for (but not exclusive to) promoting safety; managing MHE fleet and warehouse optimisation, developing and implementing the budget, achieving compliance, evaluating systems and people performance; and identifying opportunities for operational improvements to deliver a high standard of service.	

Key Responsibilities:	**What success looks like:**
Maintain and grow **Sorted's culture** in line with company values.	• 'Can do' attitude and willingness to go the extra mile to achieve our vision. • Demonstrate and role model our values of honesty, respect, working as a team, taking pride, passion. • Treat the business as your own and show that you care about what we are aiming to achieve. • Represent Sorted with pride and develop a culture of competence that drives the team's willingness to go the extra mile.
Manage, continually improve and implement operational **Health and Safety practices, conduct and staff wellbeing**.	• Mentor and coach Warehouse Manager to ensure staff, visitors and contractors behave in a safe and courteous manner at all times. • Induct new staff and contractors into sites and ensure visitors sign in and records are maintained. • Conduct extensive risk management plans to ensure MHE drivers meet legal requirements, company standards and operate vehicles in the correct and safest manner. • Create an awareness of all site hazards and ensure all work place hazards, risks, injuries, illnesses and incidents are dealt with immediately as per the HSSE Manual (located in Vault, in the I drive and on the notice board) • Always promote and commit to KOMS and a high standard of conduct.

	• Ensure operation meets service standards in a safe professional manner and a 100% adherence with the law, Health and Safety rules and Sorted's policies.
	• Conduct regular safety audits for the purpose of discovering unsafe or unsatisfactory conditions and to achieve compliance.
	• Train staff in Safe Working Practices (SWPs), sign off training and maintain records and evaluate performance to ensure company and health and safety standards are being followed
	• Stay up-to-date with safety regulations and MPI regulations.
	• Ensure no loss time occurs due to work related injuries.
	• Promote a H&S culture within the Warehousing team, by showing leadership in the following ways:
	  ○ Ensuring MHE inspections are completed daily before use
	  ○ Any faults are entered into Vault
	  ○ Conducting random audit of inspections weekly
	  • Results entered into Vault
	  • Making sure operators hold correct certification
	  ○ All certifications sent to H&S/Compliance team, uploaded into Vault and entered into SSI
	  ○ Random testing conducted weekly and results entered into Vault
	  ○ Hrs are managed within the law.
	  ○ Ensure staff take annual leave.

Take an active **Leadership** role in inspiring Sorted's staff and driving improvements and operational success.	• Develop and maintain an environment of trust, diversity, and inclusion within the Sorted team. • Development of an employee-oriented company culture that emphasizes quality, continuous improvement, key employee retention and development, and high performance. • Lead, direct, motivate, and support a large team within a time-sensitive and demanding environment, including problem resolution and disciplinary processes. • Promote internal development of staff, identify training needs, organise training and inductions, coach and guide direct reports and increase overall engagement by role modelling Sorted's values, policies and best practices. • Build an effective team through the demonstration of excellent communication, skills, honesty, empathy & willingness to learn. • Enforce and comply with operational policies and procedures alongside maintaining a high standard of customer service. • Manage staff performance, set a direction, communicate effectively and resolve challenges with and for the staff. • Conduct performance appraisals and wage reviews and ensure staff are actively engaged throughout the process. • Effectively manage any performance issues in line with company procedures and policies. • Drive performance through encouragement and promoting self-management. • Promote and develop leadership within and ensure staff perform tasks to a high standard.

	• Participate in Sorted Leadership training and recommend leadership training in partnership with HR for selected staff.

Manage **staff recruitment and resources** effectively.	• Collaborate with the Regional Manager and People & Culture team on staffing requirements.
	• Ensure all recruitment, selection and appointment requirements are met to employ the best fit for the business.
	• Plan recruitment effectively and follow Sorted's recruitment and selection processes including but not limited to:
	  ○ Prepare business case for any new hires
	  ○ Complete Request to Hire form for any replacement positions
	  ○ Participate in down-select of candidates for interview
	  ○ Conduct interviews, in collaboration with HR
	• Ensure Annual leave and absenteeism are managed effectively and in line with Sorted's policies.
	• Develop and implement induction and training plans for new recruits and ensure all requirements are met.

Apply sound **Business Acumen** knowledge and experience.	• Use sound commercial knowledge and experience to make strategic and tactical recommendations that ensure the business is in line with current and future policies, practices and trends affecting the industry. • Manage timely data collection to update operations metrics to achieve productivity targets, reduce cost, eliminate errors, and deliver excellent customer service. • Grow the efficiency of existing organisational processes and procedures to enhance and sustain Sorted's internal capacity. • Work with internal and external stakeholders to streamline services and to meet exceptional service standards. • Review systems, embrace new technology and mitigate any potential risk. • Actively pursue strategic and operational objectives, develop and implement profit improvement plans and strategic plans in conjunction with the Managing Director. • Ensure operational activities remain on time and within a defined budget. • Work closely with the HR and compliance teams to make sure policies and activities remain compliant. • Ensure Company standard operating procedures are up-to-date, practical and followed at all times. • Ensure all operations are running efficiently and KPIs are achieved at agreed levels and evaluated regularly. • Evaluate financial performance of the operation, ensure the operation is making profit and address any issues immediately. • Review the hours and resource requirements of the operation to achieve KPI's at all times and be accountable for implementing plans should this not be the case. • Ensure weekly cycle counts are occurring.

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Ensure Sorted is successfully **meeting customer expectations**	• Customers' expectations and requests are managed as timely and efficiently as possible. • Work with customers to maintain stock integrity at 99% accuracy. • Ensure relationships with external suppliers are managed in accordance with customer requirements.
Friendly, professional and timely communication with staff, customers and suppliers.	• Communication with customers and suppliers occurs within an hour from receiving the initial enquiry. • Periodic meetings with all staff and contractors that are documented and followed up, and emails are sent weekly to all staff where applicable. • Any other reasonable request by customers or work colleagues is completed in a timely and efficient manner.
Take responsibility for **Security of sites**	• Ensure staff ate trained in and following lock down procedure. • Warehouse doors are locked when no one is working inside and alarms are set when last person leaves site. • No one is allowed on site without permission. • Gates and doors are shut.
Take responsibility for **Cleanliness** of our sites	• Clean as you go and ensure staff adhere to the same principle. • Warehouses and cafeteria are kept clean and tidy. • Remind others if their standards are slipping.

Key Relationships	
External	Customers Contractors Temping Agencies and Staff Truck Drivers Suppliers
Internal	Managing Directors National GM Operations People, Safety & Culture Team Compliance Manager & Support Finance Manager & Team Customer Success Team Transport Team Supervisors Warehouse Manager Warehouse Storepersons

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Financial Responsibilities

- × Controls a budget
- × Maximum that may be spent without reference to Manager: **$1,500**
- × Jobholder is responsible for committing the organisation to long term contracts

Key Skills / Attributes / Specific Competencies	
Expert Level	• Be able to develop, train and communicate company procedures. • Excellent ability to delegate responsibilities while maintaining organisational control of branch operations and customer service. • Strong working knowledge of HR processes and practices
Advanced Level	• Trained in conflict management and business negotiation processes • Familiarity with business and financial principles • Exceeds and maintains KPI's in all areas • Strong people management skills • Strong budget development and oversight skills • Strong knowledge of Sorted's operational software
Working Knowledge and attitude	• Intricate knowledge of the Health and Safety at Work (HSAW) Act 2015; compliance and relevant warehousing legislation • Ability to lead and motivate a diverse team • Ability to work under pressure and in a time sensitive environment • Excellent communication skills • High initiative and solution focused • Knowledge of general business software and aptitude to learn new applications; proficiency in Microsoft Office (Word, Excel, Outlook) • Ability to solve problems in the system • Good organisational skills • Have the ability to keep detailed and accurate records • A good eye for detail • Positive attitude • Committed to safety • Willingness to learn
Awareness	• Follow H&S procedures and lead by example

Required Qualifications and Experience	
Experience	• Previous experience of 2+ years in a similar position essential • Experience within the Supply Chain and Logistics Industry essential

	• 2+ years' proven experience in an operations management position preferable
Qualifications	• Tertiary Qualification or 'Qualified by experience' is essential with a desired Degree in Supply Chain and Logistics or Operations Management