

## #Job Description:

**Title:** Warehouse Site Manager

**Reporting to:** Head of Supply Chain

### Main Objective:

- Lead the Pukka warehouse with a keen eye for and commitment to great performance
- Set an inspirational path to take our warehouse up to the next level supported with purposeful objectives and engaged stakeholders to confidently deliver our growth and ambitions
- Ensure the culture and values of the entire Quadrant warehouse epitomises Pukka's aspirations

**Leading** 2 Warehouse Team Leaders and indirect management of 10 warehouse employees

**Key Stakeholder** Planning, Customer facing teams, Quality, Sourcing, Suppliers

### Deliverables

- Continuously review and implement best in class H&S standards across the site
- Pick and despatch accuracy of >99.8%
- Same day despatch for shops and 3 day lead time for web
- Zero reportable accidents
- Warehouse compliant with Pukka's accreditations and standards (Soil association, Fair for life, food safety, H&S standards)
- Regular perpetual inventory counts, in addition to annual and half year full stock checks
- Management of repack and herb production in line with Quality standards
- Implementing and delivering KPIs to drive the team's performance
- Ensure continual review, documentation and training of all processes

### Key Responsibilities

- Responsible for ensuring the H&S of our people and site is at the heart of the operation and the right standards are in place
- Develop and drive the right resource plan to support the workload whilst taking out wasteful activities
- Drive an improvement in the condition of supply of inbound and outbound deliveries to standardise and simplify
- Responsible for the site compliance with our brand standards and certifications e.g. Soil Association and ensuring the annual audits are passed
- Preparing and delivering in line to an annual budget and resource model as part of Pukka's budgeting process
- Implement robust stock management practices

- Work with key stakeholders to define the right use of Pukka's warehouse versus 3<sup>rd</sup> party run warehouse
- Review of transport providers and carriers to ensure Pukka remains competitive on cost and service
- Scenario planning on opportunities and risks required to support the business to grow and make recommendations on how to evolve Pukka's warehouse as the mix of work changes
- Lead monthly warehouse meetings to inspire the team and maintain a connection to the wider Pukka agenda
- Implement and deliver a balance scorecard for warehouse metrics to provide transparency of performance that demonstrates results and guides our improvement effort
- Ensure full engagement and utilisation of our new ERP system - IFS
- Continuously improve service through robust root cause analysis and implementation of solutions and initiatives

*This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with management.*

## **Qualifications / Experience**

### **Person Specification**

#### **Qualifications**

- Educated to degree level or equivalent work experience
- At least 4 years' experience gained within a warehouse / logistics / production role
- IOSH qualification desirable

#### **Knowledge & Experience**

- Experienced people leader
- Proven track record in delivering change agendas
- Commercial acumen
- Able to influence and negotiate persuasively at peers and senior level internally and externally
- Dynamic approach to problem solving
- Able to present information accurately and concisely, appropriate to the audience
- Experience of the food industry and organic business is desirable however not essential
- Experience and knowledge of distribution best practice and the ability to implement that vision within an entrepreneurial environment
- Ideally experience of working in a business during a system implementation and supporting the testing of the system

### **Skills & Competences**

- Proven ability to work quickly and accurately, with an eye on suggesting improvements to processes and systems;
- Ability to set own agenda and get buy in from key stakeholders
- Help to shape and influence the overall direction of the Supply Chain team
- Able to motivate and develop a highly engaged team
- Relishes variety, whilst maintaining a methodical approach to getting the job done;
- Able to effectively plan and prioritise both regular tasks and project work keeping track of progress
- Great communication skills (written and verbal), with the ability to get things done via others
- Able to influence and negotiate persuasively at peers and senior level internally and externally
- Dynamic approach to problem solving on medium as well as short term issues
- Able to present information accurately and concisely, appropriate to the audience

### **Personal Attributes**

- Inspirational people leader
- Resilient and unflappable in the face of making tough priority decisions and regularly changing priorities
- Passion for customer service and drive to ensure Pukka's customers are delighted
- Ability to listen to key stakeholders, understand different scenarios and present back recommendations to supply chain leadership team
- Work as part of the supply chain team to deliver great service and drive continuous improvement

### **General**

- To champion Pukka's Mission, Aims, Objectives and Values.
- To work co-operatively with colleagues across Pukka.
- To comply with the statutory provisions of the Health and Safety at Work Act 1974.
- To actively participate in opportunities to communicate within Pukka including attending team meetings
- To demonstrate a willingness to work flexibly with others to respond to needs of an evolving organisation
- To ensure that confidentiality is respected and maintained always
- To perform any other duties as directed by management

### **Job Terms**

Hours	Monday to Friday 9.00am – 5.00pm with 30 mins for lunch.
Location	800 – 900 Quadrant, Ash Ridge Road, Bradley Stoke, Bristol, BS32 4QA
Holiday	24 days holiday (rising by 1 day for each complete year of service, up to 28 days) plus bank holidays



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Benefits Pukka tea to drink during working time. Pension, Range of staff welfare benefits (product allowance and discount, complementary health) Personal and professional development, free parking.

Travel expenses paid) Visit to suppliers and Pukka head office (own transport essential,