

Job Description: Logistics Warehouse Shift Team Leader



Function:	Corporate Services
Position:	Logistics Warehouse Shift Team Leader
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Technical Services & Logistics Operations Manager
Additional reporting line to:	SHEQ Advisor
Position location:	APL Alderley Park

1. Purpose of the Job – State concisely the aim of the job.

- To provide a Warehouse management service of:
 - Goods inwards
 - Storage & stock management
 - Goods outwards
- Liaise with APL management, customers and contractors that are involved in receiving or assisting with the day to day provision of the warehouse service
- Handle complaints and service issues in a professional and timely manner
- Ensure vehicles are fully compliant, fit for purpose and drivers are fully trained with the correct certificates and licences
- Acceptance, receipt and checking of goods inwards
- Storage, organisation and stock management
- Ensuring flow of onward delivery of goods out according to customer SLAs
- All warehouse shift duties are carried out
- Warehouse database & systems are maintained
- Acceptance, receipt, pick/pack and delivery of all purchased, non – purchased and stock items/goods
- Collection/delivery of internal/external mail
- Ensure the transfer of items for dispatch from all APL buildings
- Ensuring the Logistics Team work within provided service specification and SOPs
- Supporting the Operations Manager to deliver training

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics ■ Add point									

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.

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4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Deliver a robust logistics & warehouse operation feeding a time critical lab environment
- Leading the Warehouse logistics team on a day to day or shift by shift basis
- Ensuring excellent customer service
- Ensuring SHEQ compliance at all times

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Leadership of the Warehouse team working on shifts
- Stock ordering
- Receipting and processing of all Purchased and Non-Purchased goods and processed accordingly
- Receipting and identification of perishable items to be processed accordingly
- Receipting and processing of COSHH materials and processed accordingly
- Updating Warehouse Database and using systems
- Correct use a tracking system/stock management system (PTS)
- Identification of perishable items & processed accordingly
- Ensure that local housekeeping is maintained at all times
- Liaise with client in relation to Warehouse enquiries
- Loading / Unloading of deliveries/collections
- Signing & dating of delivery documentation
- Physical checking of deliveries/collections
- Use of lifting equipment
- Notifying operations manager & customers of any delivery discrepancies
- Record and notify operations manager or delivery providers of delivery/collection errors
- Use of site delivery vehicles and FLT's
- Daily Vehicle/Equipment Safety Checks
- Use of PDA's
- Instillation and self-auditing of processes
- Undertake any other reason task requests

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- 100% SHEQ Compliance
- A Logistics Warehouse function that supports 24/7 operation of a key UK science function
- Customer satisfaction by understanding customer requirements and SLAs
- Best in class process management

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Leadership
- Ability to deliver training
- Ability to problem solve
- Forklift Truck licence (FLT drivers only)
- Current full clean driving licence
- Computer literate to include in –house Receipting/Inventory Systems Word, Excel, Email & PTS
- Stock control
- Lab Awareness
- Chemical Handling/Awareness
- Ability to work on their own
- Decision making
- Customer Focus
- Team Player
- Communication skills
- Manual Handling
- Mail Screening
- Ability to work on their own unsupervised
- Decision making
- Housekeeping

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

- People Management
- Confidence and commitment
- Customer service
- Flexibility
- Self-Motivation
- Team Player
- Achieving Results
- Analysing and Decision Making
- Consideration in Impact and Influence
- Relationship Management
- Organisation and Planning
- Drive for Results

Employee Agreement

Name:		Date:	
Signature:			

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Document owner	John Moores		