

# Windsor

ARCHITECTURAL HARDWARE

## JOB SPECIFICATION

### POSITION DESCRIPTION

**Position:** Warehouse Manager

**Responsible to:** SMP Executive Manager

**Responsible for:** Workshop Team Leader, Dispatch Team Leader, Warehouse Operators

**Location:** Windsor Architectural Hardware Head Office, Invercargill New Zealand

**Purpose:** Lead, manage, and plan activities that relate to stock movement (including inwards goods, picking, kits, bagging, carding, packing and credits) within the warehouse and dispatch environments to ensure customer satisfaction and accurate inventory levels in Exonet.

<i>Key Responsibilities</i>	<i>Performance Standards</i>
<p><b>Strategic</b> To be responsible for effectively and efficiently coordinating and implementing the Warehouse, Dispatch and Workshop strategy.</p>	<ul style="list-style-type: none"> <li>- Assists with development and implementation of strategic objectives for the Warehouse, Dispatch and Workshop departments.</li> <li>- Works alongside the SMP Executive Manager to develop clear action plans to achieve the Warehouse, Dispatch and Workshop strategic objectives.</li> <li>- Ensures the strategic plan is broken down into clear, quantifiable objectives and is communicated and understood by all team members.</li> <li>- Ensures all teams (warehouse, dispatch and warehouse) are managed effectively to ensure products are supplied on time, within quality and cost parameters.</li> <li>- Ensures WAH vision, purpose and objectives are communicated effectively to all team members, the team understand them and how they contribute to them.</li> <li>- Strategic plan reporting expectations are</li> </ul>

	completed on time and to a high standard to the MD, Exec and wider team.
<p><b>Leadership and Management</b> Build and maintain a strong team environment with a high-performance value driven culture</p> <p>Role model effective leadership for the team to inspire high performance</p> <p>Lead, coach and develop the Dispatch and Workshop Team Leaders and the Warehouse Operators.</p>	<ul style="list-style-type: none"> <li>- Carry out effective onboarding programmes with new team members so they have complete understanding of company values and performance expectations.</li> <li>- Ensure direct reports are competent and appropriately skilled to undertake their positions.</li> <li>- Pro-actively communicate with direct reports to ensure they are well informed and have a clear understanding of work plans/tasks or requirements for day/week.</li> <li>- Role model expected behaviours and required levels of performance.</li> <li>- Provide regular feedback to direct reports on work performance, development needs and contribution to strategic objectives.</li> </ul>
<p><b>Dispatch</b> Effective management of the Warehouse and Dispatch.</p> <p>Ensure packing and carding equipment are in good conditions</p>	<ul style="list-style-type: none"> <li>- Incoming and outgoing shipments are managed using logistical software.</li> <li>- Efficient workflow of arrivals and deliveries of stock.</li> <li>- Team productivity records kept.</li> <li>- Dispatch and Carding procedures are updated and maintained.</li> <li>- Reports to Senior Management are prepared and delivered on time.</li> <li>- Stocks of dispatch supplies e.g. Courier Bags &amp; Freights Tickets, Corrugated Card, Cartons, Skin packing Materials, are maintained.</li> <li>- Picking, carding, bagging, packing and dispatch of customer's orders are accurate and cost effective.</li> <li>- Negotiate orders and delivery terms with suppliers and vendors.</li> <li>- Maintain effective and professional relationships with vendors, suppliers and customers.</li> <li>- Daily work planning for team members is completed to ensure Picking, Carding, Bulk orders, Packing flows smoothly.</li> <li>- Regular checks of all equipment is completed to ensure they are operating and being operated correctly and safely.</li> <li>- Plan and ensure scheduled maintenance is undertaken on all equipment.</li> </ul>

	<ul style="list-style-type: none"> <li>- Collaborate with senior managers and other members of the supply chain on a daily basis.</li> <li>- Reports are accurate and timely as agreed with senior managers.</li> <li>- Carding stock up minimum levels and repacking of carded product KPI's achieved or exceeded.</li> <li>- Order accuracy rate is at or above company requirements 97%.</li> <li>- Dispatch standards are met or exceeded.</li> <li>- 5S monthly score is achieved and maintained at above 90.</li> <li>- Dispatch stock supplies are maintained to company requirements.</li> </ul>
<p><b>Inventory Control</b>  Manage warehouse stock to ensure it is ready and available for sale and products on the picking shelves are all ready for dispatch</p> <p>Manage, plan and control inventory stock counting, cycle counts and inventory accuracy checks</p> <p>Write and maintain accurate written procedures for all main inventory control processes, management and functions</p> <p>Contribute to the QC Team to ensure only the highest quality of products are dispatched.</p>	<ul style="list-style-type: none"> <li>- All items in the warehouse are assessed for quality, received, checked against packing slips and stored, including locations (local suppliers, sea and air freight).</li> <li>- Control stock movement and variation between departments</li> <li>- Management are kept up to date with stock flow and recommendations are given.</li> <li>- Integrity and accuracy of the stock management system.</li> <li>- Company stock accuracy in the warehouse is maintained at or above 99%.</li> <li>- Ensure works/job orders are correct and fully completed and that all stock has been allocated to the job correctly.</li> <li>- Accurate timely stocktakes occur as per direction of SMP Executive Manager.</li> <li>- Enable access for all employees to Standard Operating Procedures (SOP) for inventory movement and ensure understanding and adherence to SOP's occurs.</li> <li>- Provide daily or as required reports and updates on stock flow to managers with recommendations for improvement.</li> <li>- Investigate quality issues in the warehouse inventory system and execute necessary improvements towards better business performance, which focuses on customer satisfaction.</li> <li>- Maintain accurate written procedures, with regular updates and communication of such</li> </ul>

	to all team members.
<p><b>Kits/Product Modification</b> Ensure product modifications are completed “In Full, In Specification, On Time” (IFISOT).</p>	<ul style="list-style-type: none"> <li>- Modified product is in stock as per company policy.</li> <li>- Standard Operating Procedures for product modifications are available to team members and ensure understanding and adherence to procedures.</li> <li>- Written procedures for overseas and local product modification are maintained and updated.</li> <li>- Maintain order accuracy rate at or above company requirements.</li> <li>- Local supplier stock for product modifications ordered.</li> </ul>
<p><b>Admin/Exonet Management</b> Provide accurate Stock Count information of stock transfers and BOM.</p> <p>Evaluate and identify stock variations from cycle counts</p> <p>Liaise with Managers on Out of Stock (OOS) control and management</p>	<ul style="list-style-type: none"> <li>- Data entry and paperwork is accurate and processed within required timeframes.</li> <li>- Check and maintain accuracy of stock counts against Exonet.</li> <li>- Accurate stock counts provided to Inventory Data Team</li> <li>- Credits are processed within a minimum of 2 days.</li> <li>- Credits processing policy is implemented and effected.</li> <li>- Electronic freight programmes are operational and accurate.</li> </ul>
<p><b>Special Projects</b> Support SMP and Supply Chain Team as required</p>	<ul style="list-style-type: none"> <li>- Feedback on participation during projects is positive.</li> <li>- Complete tasks and projects assigned by Team.</li> </ul>
<p>To lead, promote, encourage and support health and safety practice Provide leadership and input into the development of the overall health and safety functions of the business, e.g. policies, procedures, structures, and plans.</p> <p>Ensure the workplace is safe through undertaking appropriate Health, Safety and Environmental practices.</p> <p>Undertake correct reporting, recording and investigation of accidents, incidents and risks.</p>	<ul style="list-style-type: none"> <li>- Actively be involved, implement and adhere to all company health and safety policies and be aware of your own responsibilities and actions to ensure a safe workplace for all employees and visitors.</li> <li>- Ensure all direct reports are aware of and adhere to all company health and safety policies and practices.</li> <li>- Have a sound awareness of the known hazards listed for the areas of your work.</li> <li>- Lead and positively participate in workplace health and safety initiatives.</li> <li>- Report all incidents, near misses and accidents.</li> <li>- Be aware of your own workload pressures and personal responses to pressure and report these to your Manager or HR as early as possible if you feel your wellbeing is being</li> </ul>

	<p>compromised.</p> <ul style="list-style-type: none"><li>- Maintain a strategy for personal management of workload pressures and personal responses to pressure. Contact support agencies (supervision or EAP) if you feel your wellbeing is compromised.</li><li>- Responsible for reporting all incidents and reportable events including near miss incidents according to WAH Policy and Procedures.</li></ul>
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# PERSON SPECIFICATIONS

## 1. CORE COMPETENCIES

<i>Competency</i>	<i>Definition</i>
Individual Leadership/Influencing	Using appropriate interpersonal styles and methods to inspire and guide individuals (direct reports, peers and superiors) toward goal achievement, modifying behaviour to accommodate tasks, situations and individuals involved.
Coaching	Facilitating the development of others knowledge and skills, providing timely feedback and guidance to help them reach goals.
Internal Organisational Awareness	Having and using knowledge systems, situations, procedures and culture inside the organisation to identify potential problems and opportunities, perceiving the impact and the implications of decisions on other components of the organisation.
Work Standards	Setting high goals or standards of performance for self, subordinates, others and the organisation, being dissatisfied with average performance, self imposing standards of excellence rather than having standards imposed by others.
Analysis and Problem Solving	Securing relevant information and identifying key issues and relationships from a base of information. Committing to an action after developing alternative courses of action that are based on logical assumptions and factual information and that take into consideration resources, constraints and organisation values.
Computer Literacy	Knowledge and experience in contemporary software packages.
Customer Service Orientation	Proactively developing customer relationships by making efforts to listen to and understand customers (both internal and external), anticipating and providing solutions to customer needs, giving high priority to customer satisfaction.
Quality Orientation/Attention to Detail	Accomplishing tasks through concern for all areas involved, no matter how small, showing concern for all aspects of the job, accurately checking processes and tasks, maintaining watchfulness over a period of time.
Teamwork/Collaboration	Working effectively with team/work group or those outside formal line of authority (e.g., peers, senior managers) to accomplish organisational goals, taking actions that respect the needs and contributions of others, contributing to and accepting the consensus, subordinating own objectives to the objectives of the organisation or team.
Safety Awareness	Being aware of conditions that affect employee's safety.

## 2. QUALIFICATIONS

- Tertiary or Managerial qualification essential in Logistics, Business Management, Commerce, or a related field.

### **3. EXPERIENCE**

- Several years experience within a senior or general management role within same or related industry.
- Experience with logistics and warehouse management.
- Experience with statutory compliance and safety issues and regulations.

***Agreed by:***

\_\_\_\_\_ (Job holder's signature)

\_\_\_\_\_ (Manager's signature)

\_\_\_\_\_ Date