

## VACANCY

# Production Manager – Lakeside Warehouse

**Department:** Warehouse – Lakeside

**Reports to:** Senior Warehouse and Production Manager

**Direct Reports:** All processing staff based on site (inc any volunteers) including Supervisor and Chargehand

**Designation:** Permanent (3)

**Salary:** Up to £11.50 per hour dependent on experience

**Hours:** 42.5 hours per week (8.00am to 5.00pm) with flexibility to work overtime where required

**Benefits / Equipment:**

31 days holiday (263.5 hours) inc Bank Holidays pro rata for part time employees

Access to Newlife Pension Scheme

Staff discount, following 12 weeks service

Access to Childcare Voucher Scheme

Health Cash Plan at level 2, post probation

2 week(s) company sick pay pro rata

### **About Newlife:**

Newlife's mission is to save and change the lives of disabled and terminally ill children, across the UK.

We have over 25 years of success and we continue to help disabled children and their families, by funding:

- Free national Nurse manned helpline
- Specialist equipment grants
- Emergency equipment loans
- Child health research
- Action to campaign for change
- A 'training into work' opportunity for disabled adults
- Environmental protection

You can find out more about Newlife the Charity for Disabled Children by visiting our website:

[www.newlifecharity.co.uk](http://www.newlifecharity.co.uk)

### **Post Summary:**

Based at our 22,000 sq. ft. processing warehouse at Lakeside, Cannock, you will be responsible for the day to day operational management of this warehouse and production.

A large part of this role is related to our unique Returns Management Processes (RMP). This analyses and records faults on a variety of products from Major retailers, mainly fashion and accessories, and turns this into data which is shared with the retailer. In addition to RMP activities, you will oversee the assessment and production of stock available post the RMP process, for sales, in our retail stores. Maintaining space and

logistics at this site is integral to the processes.

Due to positive restructuring, accommodating our continued growth, we are seeking an experienced and effective Production Manager, who can manage a team of circa 40 staff. We operate four warehouse operations and will add a fifth in the next few months. The warehouse operations serve seven current retail stores, soon to be nine.

We are seeking someone who can manage and drive processing and production to meet our donor and retail needs and our space challenges. Someone who can demonstrate that they can ensure quality and safety of products and who can support a safe and efficient working environment. You will be a 'people person' and exemplify our values, while ensuring strong and effective activity in recruitment, training, monitoring and development of your team.

Newlife has a great stable history and we believe our strength is though having the right people do the right job, over a period of long service. We are seeking a commercially minded and operational production manager, who can be entrepreneurial and creative and who can commit themselves fully to this unique opportunity. You will need to be practical and most days you will be engaged in hands on work, making things happen. You will report and maintain records, but you will also help us to get the very best income out of the stock we manage and the people we engage.

You will need be capable and have experience in leading a team and site operations, achieving KPI's and working in accordance with policy, procedures. You will need great communication skills, professional awareness and while you will be the sort of person who thrives working as part of a team, as the site Manager you will need to demonstrate clear leadership.

Our staff surveys show that Newlife is a rewarding place to work, so we can offer you great job satisfaction, changing the lives of disabled children.

If you feel you have the essential (must have) requirements and can also demonstrate a significant number of points from the desired (could have) requirements shown, please apply.

#### **Essential Requirements:**

- Substantial management experience, in a warehouse production environment, including the direct recruitment and management of people, including training, supervision/reviews and safe working.
- It is essential that's the successful candidate is secure and proficient in the use of databases and digitally held data and able to use data to create reports, ideally in 'Access', but other database experience would be considered.
- Excellent attention to detail, to ensure processes are carried out correctly, safely and under direction.
- A great personal attitude and able to demonstrate personal integrity.
- Relevant qualifications or over 5 years' experience related to production and processing management.
- A track record in achieving KPI's, targets and quality outputs
- Excellent communication skills to lead your team, communicate with other warehouse locations and your Senior Manager
- Evidence that you have the ability to motivate and manage performance within your team while maintaining respect and our values.
- Able to demonstrate enthusiasm and a great attitude to your work and ability to enthuse and inspire your team.
- The ability to use your initiative to work within policy.
- Established I.T skills including a good working knowledge of the main Microsoft packages and email.
- Ability to carry out all administrative processes and create and maintain records accurately.
- Proven ability to prioritise, plan and review your work
- Ability to be flexible and support production at other sites, if required to do so.
- Willing to commit to developing your own learning/skills and to assisting your team to achieve.
- Previous Key Holder Responsibility

#### **Desirable Requirements:**

- Any qualification in Health and Safety in the workplace
- First aid training
- Experience of working with Access databases

## **Primary Responsibilities:**

In respect of Newlife you will have responsibility for:

### **Operational Responsibility**

- Consistent, professional and effective leadership and line management of all employees / volunteers based at the Lakeside Warehouse site including but not limited to recruitment, probationary periods, absence management and performance levels.
- Ensure high quality, accurate data is produced that enhances operational effectiveness within the Product Review Department and meeting targets in doing so.
- Coordinate the Fashion Product Assessors team to ensure stock is priced correctly in accordance with seasonality, trends and quality
- Liaise with the Multi Product Manager and Merchandising team on new multi lines and other stock as needed.
- Coordinate the Product Preparation Assistants to ensure stock is de-labelled in accordance with specific donor requirements.
- Proactively working with the Quality Control Manager to ensure that processing meets the necessary standards.
- Liaise with our Corporate Services Department as required in order to ensure all donor requirements are met.
- Completing donor tours of the department as required.
- Carry out daily forecasts on potential high volume recalls and ensure adequate storage is available and regular collections / visits are arranged so that stock can be dispatched / released in a timely manner
- Arrange and coordinate APC /other collections through own actions or liaison with the Logistics Supervisor.
- Effectively and appropriately supporting the relationship with donor companies, Corporate Services and the Newlife warehouse.
- Ensuring all staff / volunteers are appropriately trained in line with company policies and instructions and train existing members of Product Review team to work with different brand databases as operation requires.
- Developing and maintaining a performance based culture.
- Developing and maintaining professional working relationship with the wider Warehouse Management Team.
- Pro-actively and effectively work with the Facilities Department to implement and maintain appropriate and effective health and safety procedures/activities within the warehouse in accordance with Company and legal requirements at all times.
- Consistently demonstrating diligence for safeguarding stock, equipment, consumables including control of all entry/exit points.
- Implementing and maintaining regular security checks in accordance with Company procedure- including staff checks.
- Ensuring that Warehouse staff have access to adequate tools and equipment to enable them to effectively carry out their duties.
- Developing and maintaining effective working relationship with the Logistics Supervisor to ensure cohesive management of the 'goods in' and 'goods out' where required.
- Ensuring all delivered goods are located and stored appropriately and safely to enable effective stock processing in support of commercial objectives.
- Working pro-actively and effectively with the Senior Warehouse and Production Manager to maintain the appropriate staffing levels to ensure all operational objectives and targets are met.
- Working with the Corporate Services Department to ensure correct de-labelling procedures are adhered to in line with the donor company requirements and instructions.
- Working pro-actively with the National Volunteer Manager in relation to volunteer opportunities within the warehouse.
- Developing and retaining effective cross departmental relationships.
- Implementing positive and effective corrective procedures to manage poor performance within areas of responsibility in conjunction with the Senior Warehouse and Production Manager and the People Team.
- Key holder responsibility.

## **Administration**

- Producing accurate and timely reports and statistics on a daily/weekly basis as required.
- Producing accurate ad-hoc reports if requested.
- Monthly ordering of all required materials for staff to complete their daily tasks

## **Recalls (working in conjunction with the Product Review Supervisor)**

- Receive recall notifications from Corporate Services / Donor Companies and action with the Product Review Supervisor.
- Notify staff when items cease to be recalls and can be processed as normal.
- Ensure active / non-active recalls are added / removed from database recall facility where required.
- Arrange the collection and retention of donor samples in relation to recalled items.
- Update other departments where necessary in relation to recall notifications.
- Photograph specific recalls for donor companies as required.
- Co-ordinate and ensure the destruction of any stock as donors request.

## **Additional Responsibilities / Expectations:**

- Work in accordance with all internal policies and procedures.
- Adhere to all Health and Safety policies and procedures and use all equipment in a safe and appropriate manner.
- Always compassionate and deserving of trust.
- Willingness to train and develop as required.
- Willingness to commit to our policies around equality and diversity.
- The commitment to be part of the culture of what makes Newlife different and successful.
- Ability to build good appropriate relationships with people at all levels while maintaining confidentiality and respect of your colleagues.
- Any other duties as required from time to time.

## **Notes:**

All offers of employment will be made subject to satisfactory references being received.  
All Newlife roles are subject to a 6 months probationary period.

## **Our Values:**

- Always compassionate and deserving of trust - in all we do.
- Making things happen - for those we serve.
- Leading in our field - to make things better.
- People at our heart - every day.

## **Interested?**

Find out more about Newlife by visiting [www.newlifecharity.co.uk](http://www.newlifecharity.co.uk) and [www.newlifestores.co.uk/landing/](http://www.newlifestores.co.uk/landing/) or see what current employees say by visiting [www.newlifecharity.co.uk/docs/about/employment.shtml](http://www.newlifecharity.co.uk/docs/about/employment.shtml)

## **To apply:**

Submit a Newlife Application Form which is available from our website, by calling The People Team (01543 431495) or by visiting the SuperStore in Cannock, via online submission, by email to [peopleteam@newlifecharity.co.uk](mailto:peopleteam@newlifecharity.co.uk) or by post to Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF. Alternatively you can send us your CV.

If you have any problems with completing the application form or would like further information please email or call the People Team.

Newlife the Charity for Disabled Children is an Equal Opportunities Employer and a Disability Confident Employer.

## **Other Info:**

Newlife the Charity for Disabled Children - Registered Charity Number: 1170125 in England & Wales

