

VACANCY

WAREHOUSE AND PRODUCTION MANAGER – HEANOR

Department	Warehouse – Heanor	Reporting to	Senior Warehouse and Production Manager
Salary	Up to £11.50 per hour	Direct Reports	All processing staff based on site (inc any volunteers)
Hours	42.5 hours per week (8.30am to 5.30pm) with flexibility to work overtime where required	Designation	Post Holder Permanent (3)
Benefits	<ul style="list-style-type: none"> ➤ 31 days holiday (263.5 hours) inc Bank Holidays pro rata for part time employees ➤ Access to Newlife Pension Scheme ➤ Staff discount from 12 weeks ➤ Access to Childcare Voucher Scheme (where applicable) ➤ Health Cash Plan at level 2 upon completion of probationary period 		
Conditions	<ul style="list-style-type: none"> ➤ Essential criteria must be met ➤ Appropriate, acceptable employment references must be supplied ➤ Successful completion of 26 week probationary period 		
Equipment	➤ N/A		

About Newlife:

Simply put, Newlife's mission is to change lives; to change the lives of those we so passionately serve. Newlife exists because there are an estimated 1 million disabled children in the UK today, many need help and support. We believe that disabled, terminally ill children and their families deserve to have:

- The vital equipment they depend on. Such equipment makes a real difference to the daily lives of disabled, terminally ill children and their families, giving them the quality of life they deserve. What's more we believe that disabled children should get this equipment when they need it which is why Newlife runs the UK's only emergency service. This service provides equipment to children who are in urgent need of equipment because they are unsafe, suffering needless pain or are terminally ill, often delivering across the UK within 72 hours. Newlife is now the UK's largest charity provider of this specialist equipment for disabled and terminally ill children.
- A trusted, confidential service that families can turn to. Newlife's free national helpline and online chat service is run by qualified nurses and supported by other dedicated healthcare professionals providing information and support when it is really needed.
- Real hope for the future. Newlife funds pioneering Medical Research at leading UK Hospitals and Universities, to identify anomalies in genes that cause birth defects, to find new treatments and to find new techniques which may, in the future, prevent

these devastating conditions from ever occurring.

- A voice. Newlife campaigns for change to get a fairer deal for families with disabled children. Many parents feel they have an uphill battle to get the support they need. Newlife helps give them a voice on important issues to overcome isolation and seek out improvements. Newlife highlights important issues and campaigns for change at both national and local government level.

Known for our commitment, integrity, passion, creativity and compassion, Newlife is the UK's leading child health and research charity. Our vision is to ensure that children with disabilities or terminal illness and their families are fully supported, have the assistance they need, have health improved and that decision makers understand and respond to their needs.

You can find out more about Newlife the Charity for Disabled Children by visiting our website: www.newlifecharity.co.uk

Post Summary:

Based at our satellite processing unit in Heanor, Derbyshire, you will be responsible for the day to day operational and logistical management of the warehouse, ensuring strong and effective people management, management of a safe working environment and management of stock processing. The post will report to the Senior Warehouse and Production Manager, with who you will be required to pro-actively communicate with on a day to day basis.

As this unit is remote from our central operations, the successful candidate is likely to have substantial operational supervisory/team leader experience. You will need to show that you can effectively lead the team and ensure KPI's, daily targets and objectives are achieved in accordance with policy, procedure and operational need.

We are looking for someone who has previous supervisory or team leading experience gained preferably in a fast paced warehouse environment. You will need to have great communication skills, professional awareness, and self confidence. We have a diverse workforce and so we are looking for someone who can engage with and motivate people at all levels, both staff and volunteers.

We think Newlife is a special place to work and knowing the impacts of the work we do drives many of our staff and so we are seeking a person who wants to join our busy warehouse team and be part of our mission.

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: You must have:

- Substantial supervisory or team leading experience in a similar environment.
- Relevant qualifications in relation to Health & Safety at work.
- Experience working with manual handling with an awareness of safe working practices.
- A demonstrable track record in warehouse operations specifically: warehouse, stock processing and handling, delivery and dispatch.
- Excellent communication skills allowing you to engage quickly with your team, and wider Newlife employees.

- Ability and experience in inducting and training those you are managing to assist them to achieve the required standards of their job role, including volunteers.
- Ability to manage performance within your team using policy and procedure.
- Proven ability to set and deliver against targets and able motivate your team to achieve these.
- Enthusiasm and be self-driven.
- The ability to use your initiative to work within policy.
- I.T skills including a good working knowledge of Microsoft Access, Excel and Outlook.
- Ability to carry out administrative processes accurately as required.
- Experience of record creation, maintenance and reporting
- Good attention to detail to ensure process are carried out correctly
- Proven ability to prioritise, plan and review your work

Desirable Requirements: You could have:

- Experience in the management of on-site security – Newlife offers ‘secure’ corporate services
- Experience in staff recruitment
- Experience working with volunteers

Primary Responsibilities:

In respect of Newlife you will have responsibility for:

Operational Responsibility

- Consistent, professional and effective line management of all employees / volunteers based at the Heanor Warehouse site.
- Ensuring all products are handled in line with policies and instructions.
- Proactively working with the Quality Control Manager to ensure that processing meets the necessary standards.
- Ensuring all staff / volunteers are appropriately trained in line with company policies and instructions.
- 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 Operations Manager 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.
- 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 pro-actively with the National Volunteer Manager in relation to volunteer opportunities within the warehouse.
- Developing and retaining effective cross departmental relationships.
- Effectively and appropriately supporting the relationship with donor companies, Corporate Services and the Newlife warehouse.
- 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.

Administration

- Producing accurate and timely reports and statistics on a daily/weekly basis as required.
- Producing accurate ad-hoc reports if requested.

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.
- Any other duties as required from time to time.
- 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.

Applications:

Should be by completion of a Newlife Application Form, available as a free download from our website, by calling The People Team or by visiting the SuperStore in Cannock.

CVs may be attached, but we do not accept CVs alone.

Equal Opportunities:

Newlife the Charity for Disabled Children is an Equal Opportunities Employer.

Contact Details:

Head Office: Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF.
Tel: 01543 468888.

Email address: peopleteam@newlifecharity.co.uk

Web address:

www.newlifecharity.co.uk

Other Info:

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

