

VACANCY

Warehouse and Production Manager – Lakeside

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/after 3 years' service
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

Post Summary:

Based at our processing unit in Lakeside, Cannock, you will be responsible for 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 successful candidate will need to be commercially minded, people orientated and deliver operational objectives, taking accountability and ownership for the warehouse.

As this unit is remote from our central operations, the successful candidate will need to have substantial operational experience at management level in a warehouse environment. 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. The Manager at this site is responsible for ensuring the accurate inputting of relevant donor information under our RMP procedure and developing good relationships with our donors through this process.

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:

- Substantial management experience in a similar environment.
- Relevant qualifications in relation to Health & Safety at work / business management / logistics.
- Previous experience of dealing with complex people management issues, including recruitment, inductions, probationary reviews, grievances, investigations, disciplinarys, performance and sickness absence management.
- 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.
- A track record of achieving and surpassing commercial targets and KPI's.
- Excellent communication skills allowing you to engage quickly with your team, and wider Newlife employees including experience of reporting at a senior level.
- 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.
- Enthusiasm and be self-driven.
- The ability to use your initiative to work within policy.
- Excellent 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
- Excellent attention to detail to ensure process are carried out correctly
- Proven ability to prioritise, plan and review your work
- Previous Key Holder Responsibility

Desirable Requirements:

- Experience in the management of on-site security – Newlife offers 'secure' corporate services
- Experience working with volunteers

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.

- Liaise with Corporate Services 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.
- 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.
- 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 and www.newlifestores.co.uk/landing/ or see what current employees say by visiting 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 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

