

JOB TITLE: Depot Manager Birmingham

JOB SUMMARY:

To control manage and direct an efficient warehouse operation, which matches the needs of customers for accurate deliveries made on time, with a friendly and informed service, while maintaining economic use of resources within legal requirements.

KEY ACCOUNTABILITIES:

General:

- Control of all staff employed in the warehouse departments, to process, pick and deliver orders. To motivate them through the use of productivity and other schemes as appropriate. To achieve good discipline, acceptable housekeeping and cleanliness. Maintain adequate staff levels to achieve accurate picking standards, and adequate distribution, while keeping overall costs to a minimum.
- Record all occurrences of sickness and other related staff activities. Provide appropriate forms to relevant departments. Ensure proper communications with all other company activities, i.e. goods replenishment, buying, personnel and general office.
- Work with the Regional General Manager to achieve the annual potential analysis targets.
- Ensure that all orders during the day are completed to allow the vans to leave at their due departure time.
- Control activities of the van drivers. Particularly the productivity and optimisation of the van tours are very important.
- Maintain accurate picking of orders, checking of orders and dispatch to the driver's bay clearly labeled in a proper condition.
- Ensure that goods damaged during these operations are dealt with immediately.
- Organise and control the training of new and existing staff in conjunction with the Learning & Development Department
- Control the productivity for picking and general operation with a view to improvement in performance.
- Communicate and fully explain to staff all aspects of Company business and performance statistics using all methods, such as notice board, meetings, etc.
- Ensure Warehouse personnel are multi-skilled.
- Hold responsibility for the condition of the picking bins and the stock therein. Carry out control checks on the accuracies of staff picking and bin filling activities.
- Investigate picking errors and recommend changes.
- Control and organise activities of any outside cleaning contractors.
- Deal with customer queries when requested.
- Ensure proper light and heating for staff.
- Responsible for the activities involved in the handling of credit returns, including the return of these goods.
- Be conversant with computer procedures with special regard to invoice printing and stock accuracy.
- Report problems with peripherals to IT Department.
- To liaise closely with the Company's Sales Representatives with particular reference to cut off times, van routes, delivery times and service levels.
- Recommend changes to method of operation as appropriate to customer comments.
- To ensure the correct stock rotation in order to minimise the stock depreciation.
- Complete end of year returns to the home office for CD usage.
- Perform any reasonable task as instructed by the Regional Depot Operations Manager and Company Responsible Person.

Health & Safety:

- Direct the implementation of current laws and regulations relating to Health & Safety in consort with the Human Resources Manager.
- Maintain regular checks on all systems (e.g. Fire Plans, Roll Calls, etc.), equipment and practices.
- Responsible for the maintenance of heating and lighting.
- Carry out monthly safety inspection.

Security:

- Ensure security of product, information and staff.
- Responsible for the maintenance of alarms and alarm rota.
- Responsible for the operation and viewing of the video equipment as appropriate.
- Responsible for organising and carrying out Company Stop and Search policy.
- Ensure complete confidentiality on all information and documents both on and off site.

Legal Control:

- Final responsibilities for the daily control of all legal aspects of the handling of medicines under various Acts.

KEY EXPERIENCE, KNOWLEDGE, SKILLS & QUALIFICATIONS:

Qualifications & Training

Essential:

- Good general level of education with a minimum 5 GCSE's or equivalent including Maths and English

Desirable:

- Occupational qualification and/or qualifications in;
 - IOSH Qualification
 - ISO
 - Health & Safety
 - Supervisory or Management

Experience

Essential:

- Depot/Warehouse experience
- Good Knowledge and Understanding of Automated Processes
- Previous experience managing/supervising people and a warehouse operation
- Experience of setting & working to KPIs
- Experience of writing and managing significant budgets
- Experience in reporting and presenting required analysis
- Proven track record of achieving set targets

Desirable:

- Pharmaceutical industry/knowledge/background or Retail industry/knowledge/background

Knowledge

Essential:

- Knowledge of warehouse/ distribution processes
- Knowledge of perpetual inventory systems
- Competent in Microsoft Office applications, Word, Excel, Outlook, PowerPoint to an intermediate standard.
- An understanding of Law and regulations relating to HR and Health & Safety

Knowledge

Desirable:

- An understanding of PHD systems & procedures
- An understanding of CDS (PHD in house system)
- An understanding and working knowledge of SAP

Skills

Essential:

- Strong Leadership qualities and People Management skills, able to motivate, delegate & explain- a visionary leader who is also hands on and able to lead by example
- Strong communication and interpersonal skills
- Well organised
- Problem solving abilities and business acumen, able to identify root cause of problems & implement effective solutions

Additional Requirements:

Desirable:

- Full UK Drivers Licence

WOULD SUIT SOMEONE WHO.....

- Has a commitment to excellent customer service
- Is a self motivated proactive leader who enjoys working as part of a successful team.
- Has a flexible approach to working hours to meet the needs of the business