###### JOB DESCRIPTION

**JOB TITLE: Warehouse Supervisor - Tamworth**

**DEPARTMENT: PHS Greenleaf**

**IMMEDIATE SUPERVISOR: Site Manager - Tamworth**

###### MAIN PURPOSE OF JOB

Support in the management of operations at the depot and be responsible for the effective and successful management of labour, productivity, quality control, and safety measures as established and set for the Operations Department.

Supervisor duties and responsibilities may include interviewing, selection, and hiring; training new and existing employees; planning, assigning, and directing work; authoring and discussing with employee’s performance appraisals; addressing employee performance and corrective action plans; employee motivation and rewards.

###### KEY TASKS/RESPONSIBILITIES

* Recruit, select, train, assign, schedule, coach, counsel, and discipline employees
* Communicate job expectations; planning, monitoring, appraising, and reviewing job contributions
* Stock control (both equipment and materials/products), including goods in and out, stock levels, stock rotation and storage
* Loading and unloading of vehicles and trailers
* Supervision of third parties when they are working on site
* Ensure that all employees project the right image in terms of uniform, general appearance, equipment, and the quality of their work on customer sites.
* Ensure that all members of staff carry out their duties in accordance with the Company Quality and Environmental procedures and the industry’s best practice. This will involve becoming familiar with all job functions and regular site audits.
* Maintain a safe and healthy work environment by following, and enforcing standards and procedures, complying with legal regulations
* Run a safe and organised depot
* Enforce all policies and procedures as set by the Operations Department/PHS
* Respond quickly and effectively to customer cases or complaints and ensure action is taken to prevent repetition.
* Communicate customer issues with operations team and devise ways of improving the customer experience, including resolving problems and complaints
* Assist Sales/Marketing with Floral and Christmas designs

**HEALTH AND SAFETY RESPONSIBILITIES**

* Ensure detailed application of any relevant legislation including Health and Safety at Work Act 1974.
* Ensure sufficient resources are made available to give effect to PHS & H&S policy and procedures relevant to their division.
* Discipline employees failing to comply with the above requirements.
* Ensure H&S issues are given equal importance alongside operational and financial considerations.

## SKILLS AND KNOWLEDGE REQUIRED

* 1 year+ experience in a supervisory position
* High level of commitment and ability to work effectively under pressure
* Ability to communicate effectively at all levels, with individuals and groups, both orally and in writing
* The ability to challenge existing practices and put forward different methods of working to improve customer service or commerciality
* Full and Clean Driving Licence
* Forklift Licence