

**JOB DESCRIPTION:**

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| Position: | Supervisor – Decant |
| Department: | Operations |
| Site: | Hely Hutchinson Centre (HHC) |
| Direct Reports: | Team of warehouse operatives |
| Hours: | 35 hours per week |
| Reports to: | Implementation Manager – Operations |
| Issued: | July, 2018 |

JOB SUMMARY:

To assist Hachette UK Distribution in its goal of being an excellent service provider to customers and publishers and to continually improve and consistently review working practices in line with Company policy.

RESPONSIBILITIES:**Business as usual**

- Ensure daily duties are completed to deliver weekly and monthly targets, organisational objectives, KPIs and SLAs.
 - Propose changes where the processes could be improved or a gap in the process exists.
 - Participate in operational meetings and project teams when required.
 - Monitor processes and procedures to ensure compliance and therefore quality and accuracy.
 - Effectively delegate and complete tasks as required ensuring accuracy, efficiency and timeliness.
 - Use strong organisational skills to ensure the efficient running of the team including: delegation; communication; prioritisation; and flexibility.
 - Ensure accurate information is conveyed to the Implementation Manager using the correct communication channels and methods.
 - Involved in Continuous Improvement activity when required.
 - Proactively share knowledge and experience, challenging poor standards when necessary to make sure all tasks are carried out to business expectations.
 - Ensure the highest standards of housekeeping are maintained.
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- Maintain an understanding of operational developments, including all operational IT systems, processes and procedures.
 - Create and maintain effective communications within the team and across other operational teams.
 - Be involved in aspects of employee relations including recruitment, disciplinary and grievance procedures and Return to Work interviews.
 - Support and integrate new team members as the team grows.
 - Complete annual employee appraisals, 6 month performance reviews and development plans keeping records up to date.
 - Ensure training is carried out as required, whilst accurate training records are maintained e.g. H&S, SOPs.
 - Find daily opportunities to “coach in the moment” constantly developing your team by broadening their knowledge and understanding.

General

- Ensure Quality, Health and Safety and Environmental standards and all related company policies are adhered to, raising any issues to the relevant parties as appropriate.
 - Take reasonable care for your own health and safety and that of others who may be affected by what you do or what you fail to do.
 - Operate in accordance with best practice, ensuring organisational and legal compliance with regards to Environmental Management.
 - Take a proactive approach to working with your departmental Health and Safety Rep, supporting them whenever required, involving them during investigations and helping them communicate with the team.
 - Work in partnership with the Engineering team to ensure all MHE is maintained appropriately and defects reported in a timely manner.
 - Any other duties as may be reasonably requested in line with the job role.
 - Training will be provided when specific skills are required such as fork lift driving.
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| Essential Factors | Desirable Factors |
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| <p data-bbox="260 237 707 264"><u>Knowledge, Experience & Qualifications</u></p> <ul data-bbox="213 304 778 864" style="list-style-type: none"> • Previous Team Leadership experience • Comfortable working with people at all levels • Understanding of the importance of Health and Safety in the workplace • Demonstrate a good understanding of both spoken and written English • Excellent numeric skills • Computer literacy • Customer focused • Reliable, trustworthy and punctual | <p data-bbox="888 237 1335 264"><u>Knowledge, Experience & Qualifications</u></p> <ul data-bbox="845 304 1374 674" style="list-style-type: none"> • Experience of working in a busy warehouse environment • Qualifications relating to a warehouse environment e.g. manual handling training, CILT /NVQs etc. • H&S and/or First Aid training • A good understanding of the new processes and systems in place at HHC |
| <p data-bbox="395 909 587 936"><u>Skills & Attitudes</u></p> <ul data-bbox="213 976 770 1637" style="list-style-type: none"> • Self-starter • Excellent communication skills • Willing to learn new skills and build on experience • Adaptable and open to change • Strong organisational skills • A 'Completer Finisher' • Positive attitude and proactive approach to work • Highly motivated, progressive, responsible and reliable • Strong team player | <p data-bbox="1016 909 1208 936"><u>Skills & Attitudes</u></p> <ul data-bbox="845 976 1331 1234" style="list-style-type: none"> • Experience of dealing with performance management • Attention to detail • Quality conscious • Customer focused |