



Section Manager – Stock Control

Job Context:

Reporting to the Operations Manager/Warehouse Manager, the Stock Control Manager will be recognised as having a good, -sound knowledge of warehouse operations, stock control and goods-in activities. You will need to be logical, methodical, and a problem solver as well as having a mathematical background and good excel knowledge.

Job Summary:

- Recognised as having good, sound knowledge of warehouse contracts, product lines and the associated business distribution functions.
- To direct and co-ordinate stock control activities of the customer's product lines stored within the warehouse. Proactively look for process development and improvements with a methodical and consistent approach. Take responsibility and ownership in problem investigation and resolution.
- Capable of efficiently leading a team of 1-2 stock controllers, ensuring all issues are resolved in good time, with minimal impact to the operation.
- Directly communicating with customers in a professional manner and within good time.
- Ensuring stock integrity. Stock and weekly cycle counts accuracy as per client SLA's.
- Able to organise and undertake stock-takes, methodically, leading a large team and collating data together for results.

Job Content:

- Manage and co-ordinate stock take/stock audit and cycle counting activities to ensure the required level of service is provided to the customer.
- Work with peers to challenge, review, standardise and improve processes, pro-actively sharing best practice.
- Actively support operational change whilst effectively minimising disruption to production and service.
- Maintain and improve performance levels to maximise accuracy of stock figures in line with site KPI's.
- Responsible for communication of issues/information to line manager e.g. stock count variances, count accuracy or general warehouse queries
- Responsible for sending weekly updates to line manager for issues, changes, solutions to current/previous problems, and current work at hand/the following week's tasks/challenges.
- Work in close liaison with Customer Services, Operations Manager/Warehouse Manager and externally with customers to facilitate for stock control procedures.
- Ensure activities are cost effective.
- Recognise training needs and provide solutions to ensure that staff are given the knowledge required to carry out their role.

- Carry out all activities in a manner that promotes safety to yourself and your colleagues. Ensure awareness of health and safety procedures and highlight any risks to Operations Manager/Warehouse Manager or H&S officer.
- Participate actively in continuous process improvement projects, seek ways to develop and maximise customer service levels in relation to Stock Control.
- Create, review and update SOPs to ensure the stock control/Goods-in team are aware, informed and trained on the correct processes.
- Create useful sheets to support the Goods-in team in active replenishment, dictating which stock to use first (FIFO).
- Carrying out weekly packaging counts.
- Carrying out weekly pallet counts.
- Carrying out daily/weekly safety checks.
- Participate actively in new client onboarding and internal account transfers.

KPI's:

- Stock count accuracy against relevant management system as per client SLA's.
- Stock check and Cycle Count as agreed within customer SLA's.
- Completion of department objectives.

Performance Standards:

- Ensure all stock discrepancies are dealt with in accordance with procedure.
- Cycle count and Stock Check management carried out in-line with client SLA's.
- Stock figures adjusted within relevant stock management system.
- Fulfilment and Warehouse locations are correctly labelled.
- Resource management, ensuring adequate allocation of resource and appropriate hours of work, ie for projects/stock-takes.
- Health & Safety issues raised immediately.
- Working knowledge of contracts and client SLA's.
- Adherence to and promotion of ILG core values.
- Compliance with company dress code.
- Recognise where customer offence could or has been caused and action accordingly through to ensure no customer satisfaction.

Selection Criteria:

- Previous experience of stock control and inventory management (desirable)
- Methodical and able to demonstrate the ability to prioritise workload and tasks.
- Possess an understanding of 3ex.net/Snap warehouse management system preferred.
- An understanding of MS office packages (Excel, Word, Outlook) (essential)
- Ability to react within a complex and growing operational environment.
- Able to develop and roll out processes and systems to improve efficiency of department.
- Forward thinking with the ability to "think on your feet" and "think outside the box".
- Ability to motivate and manage a small team