



## **Goods-In / Stock Control Manager**

### **Job Context:**

Reporting to the Operation Manager, the Goods In/Stock Control Manager will be recognised as having a good sound knowledge of warehouse operations, stock control and good in activities.

### **Job Summary:**

Management of every aspect of the smooth running of the goods in, return and stock control department.

Receiving and booking in client stock in accordance with SLA.

To direct and co-ordinate stock control activities of the customer product lines stored within the warehouse. Proactively look for process improvements with a methodical and consistent approach. Take responsibility and ownership in problem investigation and resolution.

### **Job Content:**

- Manage and co-ordinate stock take and cycle counting activities to ensure the required level of service is provided to the customer
- 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
- Work in close liaison with Customer Services, Warehouse Manager and externally with customers to facilitate for stock control procedures
- Work in close liaison with Customer Service team, sales and externally with clients and transport organisations in order to organise and maintain the incoming delivery schedule
- Manage the receipt of stock, check and enter on the Goods-In log
- Using 3ex.net/SNAP WMS book in stock in accordance with timeframe in client SLA. Ensuring that stock being booked in is in accordance with the delivery manifest. Where discrepancy, follow correct procedure of reporting.
- Create bar code labels in accordance with client SLA, update the barcode label log to ensure charged on
- Manage the returns process using 3ex.net/SNAP in accordance with procedure

- Manage the stock put away in the correct location.
- Ensure that any ILG deliveries taken are communicated to the correct contact
- Ensure that any goods leaving the warehouse are signed for and the paperwork passed to the Customer Service team
- Carry out all activities in a manner that promotes safety to yourself and your colleagues. Ensure aware of health and safety procedures and highlight any risks to 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 Goods In and Stock Control.

#### **KPI's:**

- 99.5% count accuracy against relevant management system
- Stock check and Cycle Count as agreed within customer SLA
- Booking in of returns and new products within customer SLA
- Weekly storage reports produced as per agreed Account Manager format
- Completion of department objectives

#### **Performance Standards:**

- All goods received and processed in line with client SLA
- Ensure all stock discrepancies are dealt with in accordance with procedure
- Cycle count and Stock Check management carried out in-line with client SLA
- Stock figures adjusted within relevant stock management system
- Client products booked in and located within relevant management system
- Fulfilment and Warehouse locations are correctly labelled
- Resource management, ensuring adequate allocation of resource and appropriate hours of work
- 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

#### **Selection Criteria**

- Previous experience of stock control and inventory counts and inbound essential.
- Methodical and able to demonstrate the ability to prioritise workload and tasks
- Possess an understanding of 3ex.net or/and SNAP warehouse management system and MS office packages (Excel, Word, Outlook)
- 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"
- Ability to motivate and manage a team of 20-30.