

## **Stock Controller**

### **Purpose of job:**

The Stock Controller will be recognised as having good sound knowledge of warehouse contracts, product lines and the associated business distribution functions.

As a Stock Controller you will direct and co-ordinate stock control activities of the customer product lines. 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 Team Leaders and externally with customers to facilitate for stock control procedures
- Participate actively in continuous process improvement projects, seek ways to develop and maximise customer service levels
- Ensure activities are cost effective
- Actively support operational change whilst effectively minimising disruption to production and service
- Manage and co-ordinate operational activities to ensure the required level of service is provided to the customer
- Maintain and improve performance levels to maximise efficiency of operation in line with site KPI's
- Attend daily briefings and ensure effective communications within the Operational Team
- Responsible for communication of issues/information to line manager e.g. transport, delivery schedules, warehouse accuracy or general warehouse queries
- Recognise training needs and provide solutions to ensure that staff are given the knowledge required to carry out their role
- Potential risks, problems or product defects to be reported immediately to Line Manager
- To carry out all activities in a manner that promotes safety to yourself and your colleagues
- Ensure all business and individual key performance indicators are met

- Contribute actively to achieving departmental service level and targets

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

- 99.5% count accuracy against relevant management system
- Stock check and Cycle Count as agreed within customer SLA
- Completion of department objectives

#### **Performance Standards:**

- 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 through DRIVE

#### **Selection Criteria**

- Previous experience of stock control
- Methodical and able to demonstrate the ability to prioritise workload and tasks
- Possess an understanding of 3ex.net 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 small team