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| **Position Title:** | **Warehouse Supervisor** |
| **Reports to:** | **Warehouse Systems Manager** |
| **Direct Reports:** | **None** |
| **Financial Delegations:** | **None** |
| **Division:** | **insignia** | **Dept:** | **Warehouse** |
| **Location:** | **QLD** | **Creation Date:** | **09/07/2021** |

# Company Overview

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| insignia is a national label manufacturing business with a strong focus on providing valued solutions to its customers. Part of the Winson Group, insignia has an unwavering passion to help Australian businesses compete. Our values, our people, our products and our services have been the platform for 50 years of being an indispensable partner for our customers. Our Promise: * Market leading products
* Nationwide coverage
* Expertise across all industries
* Delivered with personable service and support, diligence and professionalism

Group Cores Values: Honour; Ownership and Commitment; Change for Strength; Diligence |

# Position Overview & Organisational Requirements

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| **Position Summary:**The Warehouse Supervisor is responsible for providing hands on team supervision to ensure the fulfilment of all day to day operations within insignia Warehouses. Daily tasks and functions include Goods Inward, Despatch, issue of Raw Materials to production and proactive communication on order fulfilment status. Standard Operating Procedures and Work Instructions are to be reviewed and updated. This role requires use of computers, scanning equipment and MHE and the keeping of manual records for duties such as Housekeeping, MHE prestart, CoR and others stipulated within SOP’s and Policy. The position also requires ongoing cross training to ensure all team members are across all processes and procedures.**Organisational Requirements:*** All positions within the Winson Group will support the achievement of our Mission.
* When dealing with our colleagues, customers and the community, all employees are required to act in accordance with the company’s stated values and behaviours, customs and practices.
* Employees are required to comply with all relevant legislation, laws, regulations, standards, codes and the Group’s policies and procedures.
* Employees are required to take reasonable care of their own health and safety and the health and safety of other people, including people working under their supervision or direction, in accordance with the Workplace Health and Safety Legislation, relevant to each state.
* Employees have the right to refuse to carry out or stop unsafe work, if there is a reasonable concern that the work will expose a serious risk to health and safety from an immediate or imminent hazard. If work is stopped because it is unsafe, management must be advised as soon as possible. Whilst the matter is being resolved alternative work is to be carried out, including doing other tasks trained or able to do.
* Display behaviours consistent with the stated Winson Values
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# Key Responsibilities

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| **Team Supervision*** Supervise and work directly with warehouse employees.
* Assist in maintaining adequate competencies and training for team members.
* Ensure all daily operations utilise standardised processes and procedures.
* Prepare and prioritise work for efficient and effective operations.
* Communicate in a professional manner when dealing with the warehouse team, insignia employees, customers and suppliers.
* Assist in the review and maintenance of Standard Operating Procedures (SOP) and Visual Work Instructions

**Housekeeping*** Perform housekeeping tasks on a daily basis or as directed
* Commit to the corporate 5S Strategy practices
* Complete all required equipment and forklift safety check sheets correctly and in full

**OHS & E*** Follow all appropriate OHS&E practises and procedures
* Report all accidents or incidents as soon as practicable for appropriate remedial action and / or maintenance
* Contribute to the improvement of OHS&E practices and performance within direct operational area, and across the business by applying “Take 5” or raising awareness at the team huddle
* Follow Traffic Management requirements including operation of Boom Gates in all unloading and despatch procedures.

**Goods Inwards*** Unload vehicles and containers as required using WHS approved practices
* Coordinate the daily goods inward processes ensuring paperwork is checked, goods are receipted and put-away in the system and labelled for put-away
* Carry out the NCT (Customer Returns) receiving process
* Using BC generated documents to put stock away, using correct MHE and safe manual handling practices
* Maintain other company required documents and forms that may come into force from time to time

**Label Raw Materials and Consumables*** Store raw materials safely and efficiently, in such a manner that stock can be rotated and ideally readily retrieved on a first-in, first-out basis.
* Using Pressroom job sheets, retrieve, transfer and issue label raw material stock to the Pressroom raw material staging area, ensuring stock is labelled with the correct information (label item, raw material item, quantity).
* Ensure the team carry out all tasks associated with keeping the Pressroom supported to maximise uptime such as core cutting, packing, providing all consumables etc.

**Despatch** * Coordinate the team to carry out duties that ensure that all Transfers and Orders are picked in a timely manner to meet company deadlines
* Use BC to generate labels to direct picking (Pick & Ship method) using portable scanning equipment
* Pick customer orders and / or Transfers via pick sheet (Repack and Ship method) using portable scanning or local base station RF technology
* Be proactive in communication through to Customer Care to ensure all goods required to be shipped on a particular day do.
* Arrange freight pickups as required
* Complete EDI and generate transport consignment notes / pallet transfer dockets as required
* Maintain CoR, internal quality check sheets, and dangerous goods records as required
* Supply / generate dangerous goods documentation in line with relevant regulatory certifications

**Warehouse and Stock Control*** Report stock discrepancy issues and assist in the subsequent investigation
* Perform stock takes as requested by the Warehouse Manager
* Ensure at end of day that warehouse equipment (e.g. lights and fans are turned off, forklifts are on charge if required) and where last to leave, warehouse is secure before leaving (i.e. windows and doors are shut and locked)
* Maintain the integrity of the warehousing ERP Systems through correct stock location, error reporting and accurate picking processes
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# Key Competencies/Experience

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| **Key Competencies*** Advanced skills in handling and warehousing of palletised product using fork lifts and other manual handling equipment.
* Intermediate computer skills (email, basic Excel, printing) and ability to learn how to use NAV or other warehousing software systems.
* Advanced skills in warehouse operation, e.g., stock rotation, labelling, bay use and management.
* Ability to communicate effectively with staff and supervisors.

**Experience*** 4+ years’ experience in warehousing in manufacturing or logistics industry.
* Supervisory experience will be highly regarded
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# Key Performance Indicators

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| * Behaviours are aligned to Winson’s stated Values and Behaviours
* Deliveries are unloaded and stored safely, efficiently and with zero damage.
* Housekeeping
* Same day receipt of product
* Warehouse Pick Accuracy (>99.50%)
* Stocktake Deviations
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# Qualifications

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| * Certificate III in Warehouse and Logistics or related discipline will be highly regarded.
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# Mandatory Criteria

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| * Current Forklift Licence
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# Specific Requirements of the Position

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| * Available for over-time when required
* Light to heavy manual handling requirement
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# Key Stakeholders

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| **Internal*** Warehouse Team
* Warehouse Manager
* Production and Prepress Employees
* Customer Care

**External** * Delivery drivers
* MHE Providers and Technicians
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# Authorisation

# Please sign to confirm that this Position Description has been discussed by both parties.

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| --- | --- | --- | --- |
| Employee Name & Signature |  | Date |  |
| Manager Name & Signature |  | Date |  |

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| **Date** | **Reviewed By** | **Comment** |
| 09/07/2021 | E Powell | New PD |