



CANDIDATE BRIEFING DOCUMENT

Warehouse Manager, Derby



FOREWORD



Thank you for downloading our candidate briefing document. This briefing document will provide you with important information; about us, the role, the qualifications, skills, experience and competencies required to be successful in this role. If you are interested in joining our progressive company and meet our requisite skills and experience for this role, then we look forward to receiving your application.

Key Dates

Please note that the closing date for receipt of completed applications is **Monday 24th January at 12 noon**. Completed applications must be sent to careers@jenkinsgroup.com.

Our assessment centre, will be comprised of a written assessment and an interview. The written assessment will be sent via email link and instruction on **Monday 24th January** and can be completed online. It should be completed by **0900am on Wednesday 26th January**. Interviews are scheduled for **Thursday 27th January**.

Should you require any further information then please do not hesitate to contact a member of our HR team.



www.jenkinsgroup.com/careers

A handwritten signature in black ink on a white background, reading "Jane Moss".

Jane Moss
People Development Manager

JENKINS GROUP- OVERVIEW



Jenkins is a port-centric cargo handling, warehousing and logistics business specialising in the paper and forest products sector. Our excellent customer service and engagement is built from our strong operational performance, carried out in a safe and compliant environment. We have a solid record for outstanding service, streamlined facilities, plus exceptional management and logistic capabilities. Our customers are typically global forest product manufacturers and our core market is bulk and containerised cargo shipments arriving into the UK and Ireland by sea.

We have been operating for over 40 years, and have grown to become the market leader in the UK and Ireland. We are headquartered in Belfast, Northern Ireland and operate in 13 different locations across the UK and Ireland, including Felixstowe, Belfast, Derby, Dublin, Hull, Liverpool and Sheerness.





Stevedoring

Our Stevedoring function specialises in forest products and generally handles paper in rolls, pallets, wood pulp, timber and plywood. We also regularly stevedore shipments of RDF (refuse derived fuel), waste paper, bulk cement, grain and fertilisers.



Transport

Our Transport function includes our own dedicated fleet as well as selected haulage partners to meet just in time requirements for destination across the UK and Ireland.



Warehousing

We specialise in modern quayside warehousing throughout the UK and Ireland. We store a variety of commodities before onward distribution. Our cargo is treated with the utmost care and respect and we strive to keep to KPIs, including low damage levels and efficiency and productivity.



Ships Agency

Our Ships Agency function arranges vessel berth, all required port and husbandry services, looks after the needs of the Master and the crew, clears the ship with the port and other authorities, prepares and submits appropriate documentation, along with releasing or receiving cargo on behalf of the customer.

SWADLINCOTE SITE



We have been operating out of Swadlincote, Derbyshire since 2018. Our Swadlincote site is an inland warehouse with 141,000 sq ft of space with a modern design, polished concrete floors, multiple docks levellers and a central UK location, convenient to our customers' needs.

The site is operational between the hours of 05:30-22:00 Monday- Friday and Saturdays 05:30-14:00. Two shifts operate across the hours and rotate each week between AM and PM. The warehouse stores mainly pallets and reels of tissue paper. We operate a transport fleet from Swadlincote, with 8 HGV drivers whose main activity is to shunt between our customer site and our warehouse.



WAREHOUSE MANAGER, DERBY

THE ROLE IN CONTEXT

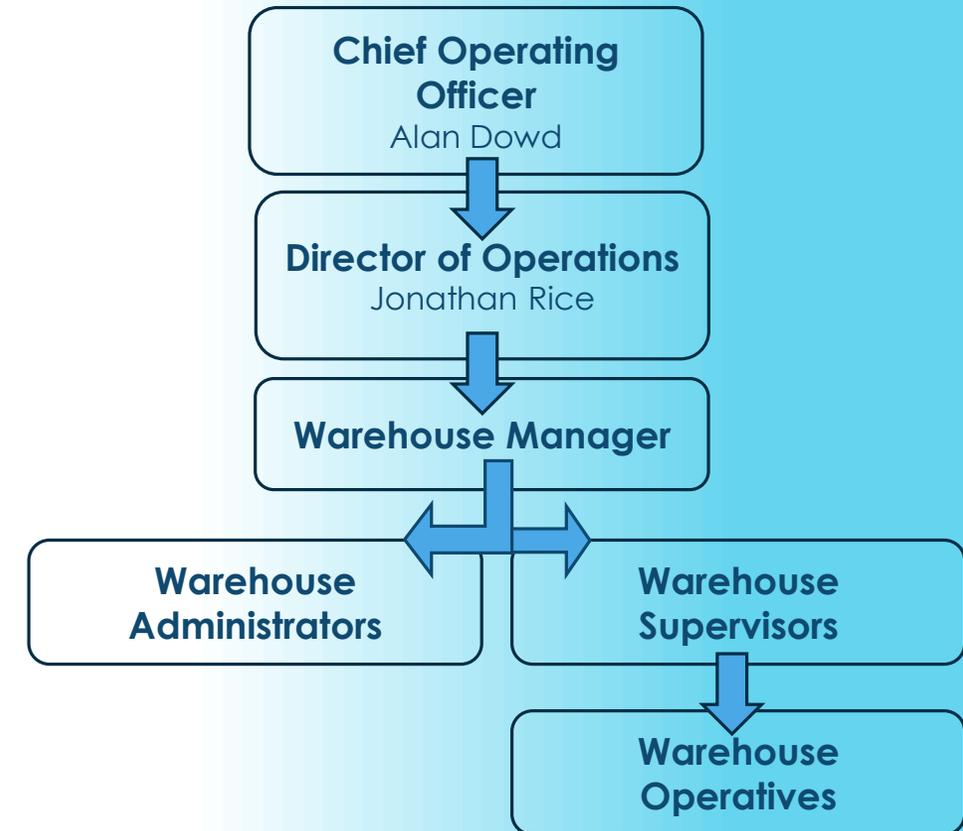


Job Purpose

The Warehouse Manager drives a high-performance culture with continuous improvement in our service delivery at our Swadlincote site. The overall aim of the role is to manage the site, including the workforce and workflow of 2 operational shifts, in communication with Transport and other central business functions to provide efficient and outstanding customer service. The Warehouse Manager maintains the professional and successful running of the operations teams and provides motivation and support to fulfil the business and customer needs.

Reporting Structure

The Warehouse Manager reports directly to the Director of Operations and will be expected to work collaboratively with the Warehouse Supervisors and teams to further strengthen Jenkins Group customer service.



ROLE SPECIFICATION

Operational Management

- Oversee and manage all operational activities regularly in the Swadlincote terminal;
- Maximise warehouse and storage space through the careful planning of space and monitoring of operational processes whilst at the same time understanding customer requirements;
- Ensure a sound understanding of company procedures and general Health and Safety requirements, especially where other members of staff or visitors are required;
- Daily management and control of operational hazards, mitigating risks and ensuring full compliance to safe systems of work and challenging non-compliance;
- Ensuring the successful application of company health & safety and compliance policies and demonstrate and practice behavioural safety;
- Oversee and lead the delivery of best-in-class customer service levels;
- Ensure the delivery of 'Tool Box Talks' relating to Safe Systems of Work and the maintenance of good housekeeping of warehouses and outdoor spaces;

Leadership and Management

- Provide strong leadership and direction to the entire site and drive quality and consistency within the teams;
- Create a culture of high performance and excellence with ownership across the workforce for continuous improvement;
- Set clear accountable performance measures to the warehouse supervisors and set relevant goals with regards to:
 - Customer KPI requirements;
 - Excellence in operational standards
- Work with the supervisors to continually monitor employee contribution to customer KPIs and service standards and take corrective action when needed to ensure KPI's are successfully on track;
- Hold regular 1-1's to provide feedback with the effective use of analytics, data and insights;
- Set and influence operational culture in line with company values through leading by example and encouraging an inclusive style of management;
- Supervise, monitor and evaluate all employee performance;
- Empower and ensure full employee engagement

Relationship Management Responsibilities

- Proactively attend to customer issues and enquiries in a solutions focused manner;
- Address and provide solutions to current customer matters in a service first manner;
- Build mutually beneficial relationships with the customer, in order to better understand their needs;
- Optimise the customer experience with the company in the day-to-day operation of a busy site;
- Communicate with the customer, taking into account feedback and making improvements if necessary;
- Collaborate and cooperate with colleagues from all areas of the business, ensuring communication is effective and timely with internal functions, including Accounts and Transport;
- Work collaboratively with the Compliance Team to implement Safe Systems of Work and Safe Working Instructions and engage with the HR Team; taking guidance on matters of employee relations and people development.

Continuous Improvement Responsibilities

- Demonstrate the behaviours and standards expected in line with our company values;
- Continually expanding knowledge of our services to provide an informed perspective to customers and colleagues;
- To be responsible for identifying and developing all culture, process and performance improvements and efficiencies and for leading teams that deliver key customer services;
- Support and implement processes and policies in support of organisational goals to maximise efficiency and customer satisfaction;

THE PERSON

COMPETENCIES

The key competencies required for the effective performance of the role are:

- **People Management**
- **Results Orientation**
- **Resource Management**
- **Customer Service Orientation**
- **Risk Management**
- **Commercial Acumen**
- **Relationship Management**

CRITERIA

In order to succeed in this role, the individual will have the following criteria:

Essential:

- A track record of recent professional management development training;
- Significant and recent experience in an operational management role within a warehouse service and fast paced environment;
- Extensive experience of operational roles within an inbound and outbound warehouse environment;
- A successful track record of delivering through strong leadership and effective people management skills;
- A successful track record of delivering team KPI's in a health and safety led environment;
- Demonstrable experience of operating in a continuous improvement type environment;
- Evidence of establishing and maintaining excellent business relationships within key external and internal stakeholders;
- Proven experience of implementing organisational efficiencies with proven impact;
- Have an excellent and professional communication style and the ability to deal with a range of audiences.

IN RETURN, WE OFFER:



- Salary circa £38,000(dependant on experience);
- Free on-site Parking;
- Membership of a contributory Group Pension Scheme and a separate Life Assurance scheme;
- Professional Development Opportunities;
- Access to and use of our visionary performance management IT platform that will transform the way you drive your team's culture and engagement;
- Opportunity to be part of a leading and progressive group company at an exciting stage in our growth.