

**JOB DESCRIPTION:**

<b>Position:</b>	Operations Team Leader
<b>Department:</b>	Operations Department
<b>Site:</b>	Hely Hutchinson Centre (HHC)
<b>Hours:</b>	37.5 hours per week
<b>Reports to:</b>	Operations Supervisor
<b>Issued:</b>	October, 2017

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**JOB SUMMARY:**

In conjunction with the Operations management team, the Team Leader is responsible for the day to day running of individual Operational teams. The Team Leader will take responsibility for managing the work flows within the team and allocating resources to deliver excellent customer services to internal and external customers and to achieve departmental targets.

An Operations Team Leader could be asked to work in any of the departmental functions depending on skills and experience. Where specific training is required then this will be provided by the Company.

**RESPONSIBILITIES:****Supporting go-live (Short-term responsibilities associated with go-live only)**

- Participating and testing the new operation processes and systems (such as JDA WMS, automation and MHE).
- Writing Standard Operating Procedures (SOPs) for new processes and procedures
- Support and integrate new team members as the team grows.
- Highlight any areas where the processes could be improved or a gap in the process exists.

**Business as usual:**

- Ensure the team members complete duties in line with operational targets, organisational objectives and KPIs.
  - Ensure adherence to the Standard Operating Procedures (SOPs) and Safe Working Practices (SWPs) identified for each of the working areas and/or tasks within Operations.
  - Ensure the Standard Operating Procedures (SOPs) and Safe Working Practices (SWPs) are accurate and up to date.
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- Communicate effectively with team members and management.
  - Ensure high standards of quality and productivity are maintained in accordance with our internal quality and continuous improvement programmes.
  - Identify areas of improvement and raise with line manager.
  - Identify training requirements and ensure new team members are inducted effectively.
  - Train and share knowledge and experience with team members to enable tasks to be carried out to the required standards.
  - Assist Supervisors when required (or in their absence) to ensure availability of sufficient team members to meet daily workloads by managing holidays and sickness manpower planning, working with other departments to gain efficient coverage of people to reach targets.
  - Manage sickness and attendance record of team and take steps to control any unauthorised absence in accordance with company targets.
  - Ensure the highest standards of housekeeping are maintained.
  - Effectively undertake and complete specific tasks as requested ensuring accuracy and efficiency.
  - Maintain all Mechanical Handling Equipment (MHE) in a safe working condition and keep accurate records of these checks.
  - Ensure punctuality, full attendance and suitable appearance at all times.
  - Have a hands-on role within the team.

#### **General**

- Ensure Quality, Health and Safety and Environmental standards and all related company policies are adhered to, raising any issues to the relevant parties as appropriate.
  - Take reasonable care for your own health and safety and that of others who may be affected by what you do or what you fail to do.
  - Any other duties as may be reasonably requested in line with the job role.
  - Training will be provided when specific skills are required such as fork lift driving.
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**PERSON SPECIFICATION:**

<b>Essential Factors</b>	<b>Desirable Factors</b>
<p data-bbox="247 315 683 342"><u>Knowledge, Experience &amp; Qualifications</u></p> <ul data-bbox="188 383 735 786" style="list-style-type: none"><li>• Good communication skills and able to work with people at all levels.</li><li>• Understanding of the importance of health and safety in the workplace.</li><li>• Demonstrate a good understanding of both spoken and written English.</li><li>• Proven experience of managing a team.</li><li>• Competent user of MS Office.</li><li>• Good knowledge of Bookpoint or LBS ways of working.</li></ul>	<p data-bbox="863 315 1299 342"><u>Knowledge, Experience &amp; Qualifications</u></p> <ul data-bbox="815 383 1283 719" style="list-style-type: none"><li>• Proven experience of working in a warehouse environment.</li><li>• Qualifications relating to a warehouse environment e.g. manual handling training, CILT /NVQs etc.</li><li>• H&amp;S/ First Aid training.</li><li>• Experience of managing a team.</li><li>• Experience of using WMS systems.</li></ul>
<p data-bbox="371 1075 558 1102"><u>Skills &amp; Attitudes</u></p> <ul data-bbox="212 1140 735 1693" style="list-style-type: none"><li>• Able to follow instructions.</li><li>• Organised.</li><li>• Willing to learn new skills and different areas of Operations.</li><li>• Adaptable and open to change.</li><li>• Reliable and good at time-keeping.</li><li>• Demonstrable ability to manage tight deadlines and peaks of workload whilst maintaining attention to detail.</li><li>• Positive attitude and proactive approach to work.</li><li>• Self-motivated but also a team player.</li><li>• Calm under pressure.</li></ul>	<p data-bbox="839 1075 1026 1102"><u>Skills &amp; Attitudes</u></p> <ul data-bbox="791 1140 1278 1447" style="list-style-type: none"><li>• Experience of dealing with performance management.</li><li>• Approachable at all times.</li><li>• Attention to detail.</li><li>• Quality conscious.</li><li>• Customer focused.</li><li>• Health &amp; Safety focused.</li></ul>

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