



DC Shift Manager

Reporting to: Operations Inventory Manager/Head of Logistics

Job Location: Milton Keynes

Department: Distribution

The Company

When it comes to designing, manufacturing, and distributing party products, Amscan leads the way. With over 70 years' experience we bring exciting, innovative ranges for all occasions to more than 40,000 retailers around the world. At Amscan we pride ourselves on offering great products at competitive prices, combined with expert advice. We provide a One Stop Shop solution across the three main categories of party, balloons and costumes totalling over 12,000 products in the UK.

Our aim is to be the market leader in the Party, Balloon and Dress Up categories, the best product, the best service, the best place to work.

Scope and Remit

The purpose of this role is to oversee the operational activity of the Warehouse team that supports the inbound and outbound stock process and associated activity. This includes but is not limited to: providing leadership, planning and deploying resources where required, troubleshooting, controlling machinery and ensuring the health and safety standards, Standard Operating Procedures (SOP's), Safe Systems of Work (SSOW) and policy governance are adhered to at all times.

- The number of reports into this role is 15 to 25 operatives (Perm/Agency) including Team Leaders and admin support.
- The total Inhouse warehouse space is 9000m2 and a stock holding of 15,000 SKUs at around £14M of inventory.

Core Duties

- Provide directional management for up to 15 to 25 employees and all warehouse operations.
- Manage the warehouse operation, ensuring all designated tasks and activities are executed in line with processes.
- Develop and manage the warehouse team through coaching, guidance and utilisation of training plans, performance reviews, 121's, ensuring company and department objectives are met.
- Assist in planning future capacity requirements, analysing staff capabilities, managing personal development plans (PDP) with a focus on succession planning.

- Liaise and communicate with other departments and ensure an effective interface is maintained.
- Recruit and train direct reports in line with company policy and guidelines.
- Continuously review ways to aid efficiency, add value and reduce costs as well as supporting continuous improvement initiatives.
- Respond to all relevant communications within the service level agreement (SLA) identifying where SLAs are below agreed standards, detect root cause and deliver effective and robust solutions.
- Provide reporting data to management, with particular emphasis on SLA and KPI attainment.
- Support the execution and reconciliation of the yearly stock take.
- Manage specified projects, ensuring target dates and performance criteria are achieved.
- Support the Operations Manager and Head of Logistics to ensure the efficient and smooth running of the warehouse operations.
- Consistently promote high standards through personal example and roll out through the team.
- Develop an environment of mutual respect that upholds and promotes the company values, and positive cultural behaviours.
- To actively promote health and safety (H&S) standards and make a positive contribution to improving standards.
- The above list of tasks is not exhaustive, and the post holder may be required to take on additional tasks as and when required by the company.

Knowledge, training, and experience required

Skills

- Leadership qualities
- Excellent at tactical implementation
- Capable of strategical planning
- Excellent organisational and logistic planning
- Quality orientated
- Analytical and methodical thinking
- Effective problem solver
- People Management
- Staff training, development and coaching
- Strong communication skills
- Build and maintain positive internal and external stakeholder relationships
- Able to work under pressure

Knowledge and Experience

- 5+ years demonstrable experience of a previous leadership role based within distribution or manufacturing FMCG environment
- Experience of automated warehouse picking, RF directed, voice picking
- Excellent level of IT skills, particularly in relation to Excel and the Microsoft Office Suite
- Experience of training staff
- Comprehensive understanding of processes and procedures
- Demonstrable experience of coaching and developing team members
- Comprehensive understanding of standard operating processes
- Business to Business (B2B), Business to Consumer (B2C) and ecommerce methodologies and principles

Qualifications/Training

- IOSH Qualification – Advantageous
- ILM level 5 Leadership/Management – Advantageous
- Six Sigma – Desirable

Key behaviours and personal attributes

Embrace the Amscan family values by being:

- Positive and demonstrating an enthusiastic and 'can do' attitude
- Respectful, supportive, and empowering your colleagues
- Proactive, and turning problems into solutions and learning opportunities
- Customer centric and striving for success
- Team oriented, balancing hard work with our passion for a party

Other key behaviours and attributes:

- Generates trust and respect
- Personal integrity
- Creates vision and purpose
- Empowers others
- Passionate about delivering excellent customer service