



THE WEST GROUP LIMITED

Design & Supply of Fluid Control Solutions & Components

Name:

Job Title: Logistics Manager

Job Role: Reporting to and taking day to day direction from The West Group Operations Manager. Working closely with all areas of the Operation, and the wider business to achieve Logistics KPIs, objectives and wider business goals. Responsible for Logistics output, performance and the day to day management of the team. Be aware of Company objectives, targets and measurements and assist in the delivery of those targets. Ensure that the warehouse is managed efficiently and in support of customer demand whilst always maintaining high levels of accuracy and quality.

Job Responsibilities:

- To act as an ambassador for the company, promoting a positive image both internally and externally, demonstrating support of our strategic direction.
- Support the delivery of department SMART goals and KPIs, time recording and budget/cost controls.
- Responsible for the day to day running of the logistics department inclusive of the management of all reporting staff, providing mentoring, support, guidance and development opportunities.
- Conduct regular 1:1s with all reporting staff to enhance development and support with training and performance requirements.
- Ensure staff training is recorded and documented inclusive of any internal training, and ensure skills/competency matrices are up to date.
- Ensure that the workplace for employees is a safe environment with conformance to workplace health and safety requirements and legislation.
- Take proactive responsibility for the regulatory and health and safety requirements surrounding all stores processes and equipment, for example, the Forklift and COSHH.
- Maintain the efficient operational running of the logistics department to support in the delivery of a consistently high level of customer service.
- Take ownership of the creation of a world class warehouse facility encompassing significant required improvement projects such as labelling, barcoding and WMS.
- Take proactive responsibility for stock control, managing stock losses to an absolute minimum and ensuring that correct processes are followed to write off stock in accordance with the Register of delegations.
- Control the movement of uncommitted and redundant stocks and ensure alerts drive action to the business to resolve non-moving lines.
- Responsible for organising and running an annual stock take in addition to ongoing rolling bay stock takes as part of normal operational workflow.
- Ensure all bonded and customer owned goods are managed to the appropriate rules of engagement.
- Act as the primary point of internal escalation for courier issues and manage these through to swift resolution.
- Ensure that robust processes for the department are created, maintained and adhered to.



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- Ensure all stock is bin located, managed by weight, to appropriate shelf life requirements and that visual descriptions maintained.
- Maintain up to date knowledge on export requirements and ensure logistical compliance with these.
- Actively champion and participate in relevant Kaizen events to promote Continuous Improvement and other strategic initiatives.
- Maintain an awareness of regulatory and ISO standards and play a lead role in the auditing requirements associated with these.
- Create, review and approve relevant QMS procedures, PWI documents and QMF's ensuring accuracy, currency, and ensuring alignment with ISO 9001 and ISO 13485 requirements.
- Responsible for Logistics change control requirements to ensure the QMS and any associated impacts to the warehouse and stock are fully considered and managed as necessary.
- Assist with customer/supplier/agency audits and reviews where necessary as the lead for logistics.
- Participate in EOX Taskforce meetings and provide logistics expertise in this area and with Marketing requirements in general.
- Ensure all goods are booked in, stored, picked, packed and shipped in accordance with demand and to the highest standards of quality.
- Accountable for the smooth logistical management of the returns process ensuring all associated goods are booked in and out in accordance with process.
- Assist in keeping a clean and tidy working environment in the interests of organisation and safety.

Required Job Skills:

- Working knowledge of ISO 9001:2015
- Warehousing knowledge and experience – minimum 5 years
- Proven leadership experience – minimum 3 years
- Workflow and performance management experience
- Commodity, piece part and raw material storage experience
- Export process experience
- ERP experience (Ideally SAP B1 experience)
- A practical, hand on and flexible approach
- Proficient utilising Microsoft packages
- Able to form strong working relationships
- Analytical, data driven and good at problem solving
- Commercially savvy and resourceful
- Good communicator, articulate
- Positive, persuasive and personable
- Well versed in Lean and Continuous Improvement techniques preferred
- Full UK Driving License

Team KPI's (Key Performance Indicators):

- Reviewed and updated annually.



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You are required to adhere to the company standard terms and conditions of employment and to be aware of your duties as an employee of the company with regard to the quality management system, general standards, health and safety and confidentiality.