



Job Description

Basic information

Job title	Warehouse Manager
Department/location	Warehouse
Reports to	Rav Chaggar
Salary range	£30,000 - £35,000 plus bonus
Hours of work	37.5 hours per week
Role summary	
<p>To oversee, along with unpackaging, the warehouse deliveries from suppliers and also organising the warehouse collections of packages for all GAD owned clinics, franchisees & website orders. Ordering in all stock for the business, keeping PAR levels up to date so that there is enough stock without any wastage. This also includes making sure all products are then GAD branded and ready to ship.</p>	

Primary responsibilities

Warehouse Management	<ul style="list-style-type: none"> ● Managing budgets and negotiating prices or sourcing alternative products ● Managing all website orders from start to finish and any follow up such as returns/customer issues ● Ensuring price lists, website costs etc are all up to date ● To have responsibilities for the upkeep and maintenance of the building. ● Checking the maintenance of the plant, premises and equipment. ● Achieve targets for key performance indicators
Stock Control	<ul style="list-style-type: none"> ● Full responsibility of all inventory stock; ordering everything needed for all clinics and franchisees across many suppliers; including the whole journey from paying customs charges etc so the journey is as smooth as possible ● Ordering labels ● Franchisees stock - invoicing them all and full responsibility for sending stock out in the UK and overseas. Working with the team when a new franchisee onboards such as organising their new stock order system and initial stock bundle ● Undertaking regular stock counts ● Working with accounts team regarding all invoices and collaborating the end of month stock counts for all GAD owned clinics and warehouse monthly ● Ordering all extra stock such as uniforms, blankets, towels, gift vouchers etc



	<ul style="list-style-type: none"> ● Keeping the franchisee reconciliation sheet up to date with regards to stock sent out monthly
Business Support	<ul style="list-style-type: none"> ● Working with franchisee/marketing teams for sending stock out for pop up events/photoshoots etc ● Helping departments with other operations, such as arranging for IT equipment to be fixed
People Management	<ul style="list-style-type: none"> ● Managing the warehouse staff - ensuring all duties are carried out correctly ● Regular 121 meetings and twice-yearly appraisals ● Supporting the development and training of warehouse staff ● Ensuring that the required initial and continuing training of all personnel is carried out and adopted according to need
Compliance and Quality Control	<ul style="list-style-type: none"> ● White Label Applicants - doing thorough checks on them and if account is accepted, managing all the invoices and stock sent to them ● Filing of documentation ● Auditing of the quality system ● Ensure that SOPs are adhered to regarding product withdrawal or recall from the marketplace where necessary ● Handling customer complaints ● Liaising with the regulatory and Quality departments on GDP issues ● Reporting on the performance of the Quality System to General Managers, Regional Managers and Group Operations Managers for review



Person Specification

		Essential	Desirable
Skills and qualifications:	Warehouse Management Qualification		
	Excellent organisation skills		
	Ability to multitask		
	Excellent interpersonal skills		
Experience:	Previous experience working in a warehouse at a senior level		
	Experienced in use of Warehouse Management Software		
	Awareness of MHRA/GDP/ISO procedures and working knowledge and experience of compliance and regulatory audits		
	Understanding of automated processes		
Qualities and attitude:	Able to work effectively in a team and liaise competently with all departments that may work remotely & face to face		
	Competent & experienced at dealing with customer queries/complaints (usually in regards to any website orders & franchisees' issues)		
Product knowledge:	Knowledge of the Vitamins industry		
Cultural	Entrepreneurial flair and drive		
	Team player/'can do' attitude		
	Open and honest in approach		

Approved by:

Name	Rav Chaggar	Signature	Rav Chaggar	Date	6May22
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Note: this job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business. The post-holder would be expected to participate in this process and we would aim to reach agreement on any changes.