

## **Order Fulfilment Senior Manager – Job Description**

Company: Stannah Stairlifts Ltd

Function: Order Fulfilment

Reports to: Head of Global Logistics

### **Purpose**

Manages the order fulfilment process including Order Entry & Shipping, Pick and Pack, Kitting & Despatch Warehousing. Oversees the order tracking process and ensures orders are processed in accordance with the organisation's voice of customer service standards. Ensures adequate inventory levels are maintained to maximise customer satisfaction and minimise cost. Requires a qualification in area of specialty. Reports to Head of Global Logistics. Ability to manage through subordinate managers and professionals in larger groups of moderate complexity. Capabilities to provide input to strategic decisions that affect the functional area of responsibility. Gives input into developing the budget. Capable of resolving escalated issues arising from operations and Logistics, requiring coordination with Global Logistics.

### **Key Responsibilities**

#### **Quality**

- Ensure processes and procedures are in line with best practice and are capable of achieving consistent levels of premium brand quality.
- Ensure all processes and procedures are appropriately documented and captured in the company quality management system. An appropriate level of auditing should occur to confirm that all areas remain compliant to documented procedures.
- Ensure suitable measures exist to manage and control levels of process quality.
- In the event of non-conformances being detected (either internally or externally) ensure that suitable containment, corrective and preventative actions are taken. All corrective and preventative actions should be validated to ensure that they are effective.
- Champion continuous improvement to ensure that teams are trained and adequately resourced to constantly challenge and improve status quo. Ensure improvement actions are implemented in a controlled manner and lessons learnt captured and communicated.
- Collaborate with other functions to ensure that the Stannah Logistics chain supports an overall level of premium brand quality.

#### **Cost**

- Ensure the departmental budget is prepared and managed in a way that provides maximum value for the business.
- Constantly challenge areas of non-value adding cost and ensure appropriate business cases and justifications exist where overspends occur.
- Where possible, pro-actively support other departments in achieving cost reductions (without detriment to the contract consolidation budget).
- Ensure sufficient measures exist to be able manage departmental efficiency and cost on an ongoing basis.

## **Operational Effectiveness**

- Assuming responsibility for the Order Fulfilment operation within the Stairlifts organisation
- Ensure a functional development plan is in place that supports and contributes to the delivery of overall organisational and Order Fulfilment objectives.
- Ensure functional development plan is suitably communicated to all areas and that managers & team leaders within the Order Fulfilment area have personal objectives that directly link to the achievement of the functional development plan.
- Ensure Strong Leadership exists throughout the Order Fulfilment function, identifying, employing, mentoring and developing the leadership teams.
- Ensure that all team members receive an appropriate amount of coaching and support to be able to achieve their personal goals. Ensure that success is celebrated, and mediocrity is challenged.
- Ensure a world class Operational working environment is established and maintained in all areas. This should be achieved through a combination of robust process and sound management discipline.
- Take ownership for the elements of the IT system affecting the Order Fulfilment function. Ensure that the system supports the process and that all team members are fully trained in all appropriate aspects of the system.
- Ensure a consistent and effective approach to people management issues that complies with the spirit and the letter of documented policy and values.
- Support the company strategy to build a sustainable business model whereby standardisation and adherence to procedures are key elements. Maintain, monitor and develop these procedures across all areas of responsibility.
- Support the business appetite for an improved Logistics and Order Fulfilment European value stream
- Provide solutions best suited to the business model for logistics and Order Fulfilment processes that are streamlined, cost affective protecting OTiF to our valued Customers at all times.

## **Communication**

- Ensure Leadership teams receive an appropriate level of information and knowledge to be able to perform their function appropriately.
- Facilitate the transmission of company wide communications in a timely and effective manner. Ensure that feedback is captured and then passed on to the appropriate place. Ensure the style and method of communication is tailored for the specific audience so that communication meets the needs of local teams.

## **Health and Safety**

- Assume personal and managerial responsibility in accordance with Company Health and Safety Policies and legislation
- Ensure all operations are covered by a R/Ass – SSW and are carried out in accordance with departmental documentation
- Ensure all H/S audits are carried out monthly, and manage actions arising to conclusion
- Ensure all accidents / near misses are investigated, and manage actions arising to conclusion

*This list is not exhaustive, and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business and/or the Warehouse function.*

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## **Skills and Experience**

- Strong communication skills with awareness of Internal and External Customer needs
- Exceptional organisational skills
- Ability to identify opportunities for streamlining business processes & systems
- Highly motivated and driven
- Previous background/experience of working in a warehouse environment (3-5 years is desirable)

## **Personal Attributes and Behaviours**

- Provides sound leadership and direction by example.
- Acts as an ambassador for the company at all times, and actively supports and embodies stated organisational values
- Acts decisively and with integrity.
- A collaborative and open approach. Is keen to learn from new ideas and experiences.
- Superb people management skills
- Excellent communication skills with the ability to interact at all levels and with different departments. Communicates well and in a style appropriate to the audience.

## **Relationships**

### Internal

The jobholder will be expected to maintain close and effective personal working relationships at all levels of the organisation. The communication skills required include the ability to communicate technical complex and sensitive information.

### External

External agencies including suppliers and customers.

## **Education and Qualifications**

- Good standard of basic education
- Diploma/NVQ level 4 or equivalent is desirable