

United Kingdom Jobs Expertini®

Direct to Home Co-ordinator

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Company: Wilsonart Europe | Resopal GmbH

Location: Shildon

Category: other-general

About us

We're the UK's leading manufacturer of decorative surfaces and laminate worktops, making more than 100,000 each month. Based in Shildon, County Durham, we've been going since the early nineties, but our history goes much farther back.

We're proudly part of Wilsonart Engineered Surfaces, driven by a mission to create surfaces people love, with service they can count on, delivered by people who care.

Together we've enjoyed 60 years of innovation, design and production of beautiful surfaces with no intention of slowing down. Wilsonart Engineered Surfaces was grown from a little company called Ralph Wilson Plastics founded in Temple, Texas, USA in 1956. The rest, as they say, is history.

Responsibilities

Principal Purpose Supporting the Management Team with the day-to-day operation of the [REDACTED], responsible for coordinating a group of Warehouse operators and ensuring an efficient warehouse operation in achieving business targets. Be a point of contact for our 3pl transport provider, working closely with them to ensure we ship all customer orders OTIF whilst maximising trailer utilisation. Take a lead role in the day-to-day management of the DTH project, ensure all orders are picked, packed and shipped OTIF. Establish a close working relationship with internal departments to aid in the departments goal of OTIF first

time every time. Monitor and receipt inbound material. Develop the team by focusing on individual performance and support requirements to achieve high standards, utilising and enhancing the team training matrix. Actively promote a culture of working safely and efficiently.

Principal Elements

██████████ daily management of the Direct to home Co-ordination/ Finished goods

- Ensuring customer expectations are always met
- Train new staff in area of Direct to home
- Ensure stock movements are recorded accurately
- Support organizing and participate in stock takes when required
- Ensure that any computerized or automated systems are accurate and up to date
- Identify any systems improvements and make recommendations for change
- Where possible resolve any issues or problems which occur in the warehouse. Where appropriate elevate the issue to a more senior level
- Produce regular reports and statistics as and when required
- Assist in planning future capacity requirements via administration
- Ensure that all lifting and manoeuvring of products and materials is carried out in accordance with current manual handling procedures.
- Ensure that vehicles, machinery, and equipment is well maintained and fit for purpose
- Ensure staff comply to health, safety and environmental regulations and work safely to protect themselves and others in the warehouse environment
- Ensure a clean and tidy working environment to aid operational efficiency

Qualifications

Essential Skills and Qualifications

██████████ and ensure all are up to date and valid. Perform near miss / accident investigations where needed.

- Assist in the review and implementation of new Standard operating procedures.
- Excellent communication and interpersonal skills.
- Good IT skills, in particular spreadsheets and databases and a knowledge of warehouse management systems.
- Analytical and numerical.

- Good understanding of customer deliverables and the impact of failure / cost of poor quality.
- Good planning skills and able to meet targets and deadlines.
- Excellent attention to detail skills.

Personal Attributes

██████████ the Health, Safety and Environmental Policies.

- Assertive, resilient, welcomes and promotes change.
- Engages interest and participation of others and has a collaborative approach to working with others.
- Proactively contributes to the team and actively committed to teams

Development.

- Is self-aware and optimistic with a positive outlook.
- Shows moral courage, openness, and honesty.
- A flexible approach to working hours to meet business needs.
- Shows a hunger and desire to learn through further training and progress in their career.

Performance measures

Annual appraisals to be undertaken by your Manager and objectives set for the forthcoming year.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation from time to time

Your Contact Person

Manisha Mistry-Patel

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