



Distribution Supervisor

Role Purpose:

To oversee the accurate, timely & safe delivery of products to customers, maximising use of resources to meet the delivery schedule, finding the right balance of quality and efficiency to ensure a service level is provided that is aligned to the Nu Heat brand.

You will drive capacity growth through continually improving processes, whilst providing key contributions to, and subsequently executing, the distribution strategy.

As a leader you will be accountable for ensuring the distribution centre is a great place to work, creating a coaching and development culture that motivates and engages people to become high performers.

Responsible for: 8 Warehouse Operatives

Key Result Areas	<ul style="list-style-type: none"> • Drive performance by ensuring our people are skilled and motivated through effective coaching and development • Continually improve capacity & quality by undertaking process improvements underpinned by qualitative and quantitative feedback • Drive turnover & gross margin performance through the effective management of distribution resources to meet the delivery schedule • Assume a leadership role within the department and across the supervisory team ensuring improvements and developments are aligned to the Nu-Heat brand • Ensure that the tools and systems used to receipt and ship goods support current activities and future growth • Ensure the safe working environment of the distribution centre through driving adherence to standards
Key Measures	<ul style="list-style-type: none"> • Resource capacity utilisation • Storage capacity utilisation • Stock accuracy • Team engagement
The Person will be...	<ul style="list-style-type: none"> • Experienced in Warehouse supervision • Energetic and enthusiastic • Driven to get things right • A positive and motivational leader • Focused and target driven • Confident and trusted in their decision making • An advocate for delivering an excellent customer experience • Focused on coaching & developing people • A strong communicator able to flex and adapt • Positively challenging the status quo and driving improvements • Confident in leading change • IT literate with experience of CRM systems

<p><i>How you'll be rewarded</i></p>	<ul style="list-style-type: none"> • Working for a growing company with a clear vision and purpose • Individual Performance Related Bonus up to 2% of salary • Up to 3% matched pension contributions • 23 days holiday (rising to 28 with tenure) plus bank holidays • Full induction and ongoing training and development opportunities • Leadership Development Programme • Regular 1:1s, appraisals and coaching • Company Christmas Parties • Cyclescheme • Eye test support • Customer Service Recognition Scheme • Recruitment referral Scheme • 10% membership discount for LED leisure • Long Service Awards • Institute of Customer Service Distinction • Institute of Customer Service Accredited Training • IIP GOLD accredited • Great team work with people who really care
<p><i>Our Recruitment Process</i></p>	<p>Two stage interview:</p> <ul style="list-style-type: none"> • First stage with Line Manager and HR • Second stage with Line Manager, HR and Head of Operations <p>Presentation Tour and introductions</p>