

Warehouse Leading Hand Position Description



| | | | |
|------------------------|-------------------------|----------------|-----------------|
| Position Title: | Warehouse Leading Hand | | |
| Reports to: | Warehouse Manager (QLD) | | |
| Direct Reports: | Warehouse Storeperson | | |
| Financial Delegations: | None | | |
| Division: | Operations | Dept: | Warehouse |
| Location: | Brisbane | Creation Date: | 2 December 2014 |

Company Overview

Brief summary of company:

Signet is always the best place to look for packaging, safety and cleaning supplies. As a company we are passionate about providing the best service both internally and externally, and this is a key point of difference for Signet in the marketplace. We are passionate about Operational Excellence and have set ourselves a goal to be the world's best at Direct and Database Marketing. Ultimately we will deliver to our customers an Unmatched Low Cost Customer Service Experience - Always.

Our brand promise is to be - Always in stock. Always on time. Always reliable.

Mission Statement: To be the first place industry looks for their packaging and safety supplies. Always.

Group Core Values: Honour, Change for Strength, Diligence, Ownership and Commitment

Position Overview & Organisational Requirements

Position Summary:

The Warehouse Leading Hand is responsible for leading and maintaining daily processes across warehouse functional areas, on a rotating basis if required. This role provides guidance and supports staff in the other areas when required.

Brisbane based roles may be required to support: Receiving, Despatch, Insignia finished goods, 77 Ingleston Road, other areas may be introduced as required by business growth.

Organisational Requirements:

- All positions within the Winson Group will always support the achievement of our Mission.
- When dealing with our colleagues, customers and the community, all employees should always act in accordance with the company's stated values, customs and practices.
- Employees are always required to comply with all relevant legislation, laws, regulations, standards, codes and the Group's policies and procedures.
- Employees are required to take reasonable care of their own health and safety and the health and safety of other people, including people working under their supervision or direction, in accordance with current Workplace Health and Safety Legislation, relevant to each state.

Service is priority number one at Signet. And always will be.

Warehouse Leading Hand Position Description



- Display behaviours consistent with the stated Winson Values
- Employees have the right to refuse to carry out or stop unsafe work, if there is a reasonable concern that the work will expose a serious risk to health and safety from an immediate or imminent hazard. If work is stopped because it is unsafe, management must be advised as soon as possible. Whilst the matter is being resolved alternative work is to be carried out, including doing other tasks trained or able to do.
- Display behaviours consistent with the Great Safety Behaviours Matrix.

Key Responsibilities

Team Supervision

- Lead safety across the warehouse through safe behaviours and approaches always.
- Ensure all hazards are assessed, eliminated or where not possible to eliminate, controlled the extent possible.
- The Safety Management Systems implemented by the company are implemented and maintained for all warehouse and distribution activities.
- Lead, and, as required, supervise and work directly with warehouse team members.
- Assist in maintaining adequate competencies and training for Warehouse team members.
- Ensure all daily operations utilise standardised procedures and processes.
- Prepare and prioritise work for efficient and effective operations.
- Communicate in a professional manner when dealing with the warehouse team, SIGNET team members, customers and suppliers.
- Ensure that OHS & E standards and Industry compliance (Chain of Responsibility, Dangerous Goods documentation) are maintained to agreed business levels within the team.
- Provide input into system processes and procedures leading to the improvement of efficiency, waste reduction and overall operational process improvement within the warehouse environment.
- Lead the Team Huddle as required by the Warehouse Manager.
- Support the Warehouse Supervisor and Manager in all aspects of the warehouse operation and Continuous Improvement reviews.

Goods Inwards Processes (where applicable at 56 and 77 Ingleston Road, Wakerley)

- Lead the coordinate and prioritise the daily goods inwards functions to meet business requirements including Purchase Order entry into the ERP system, put-away, repack, vehicle and container load/unload.
- Ensure that all received and generated paperwork is distributed in a timely manner.
- Lead the coordination of the vendor repack function to ensure the timely flow of items through to stock
- Maintain the process of customer returns (NCT) to meet agreed KPI
- Load / unload vehicles, in compliance with OHS&E and CoR requirements.

Service is priority number one at Signet. And always will be.

Warehouse Leading Hand Position Description



- Ensure completion of relevant documentation, including CoR, pallet transfer documentation, consignment notes.
- Maintain adequate supply of Loscam / Chep pallets on site for daily operations.
- Dispatch Processes (where applicable at 56 and 77 Ingleston Road, Wakerley)
- Lead and ensure work flow is assigned as necessary to the Despatch team to maintain operational performance and obtain Despatch daily outcomes.
- Ensure established task rotation is being adhered to and will meet end of day performance targets.
- Load / unload vehicles, in compliance with OHS&E and CoR requirements.
- Ensure completion of relevant documentation, including CoR, pallet transfer documentation, consignment notes, Dangerous Goods documentation as required.
- Complete all picks to meet transport despatch time targets.

Warehouse and Stock Control

- Investigate and report unresolved stock discrepancy issues.
- Maintain stock Bin locations within the warehouse and ERP system
- Management and modification of stock placement based upon daily requirements.
- Perform stock takes as requested by the Warehouse Manager.
- Perform Pallets stock takes as requested by the Warehouse Manager or National Pallet Controller.
- Ensure all warehouse areas are neat, tidy and maintained to agreed housekeeping standards.
- Ensure at end of day that warehouse equipment is maintained in good order (e.g. lights and fans are turned off, forklifts are on charge if required) and warehouse is secure before leaving. (i.e. windows and doors are shut and locked).
- Respond promptly to correct stock errors and product damage.

Key Competencies/Experience

Key Competencies

- Knowledge of warehouse and logistic concepts including relevant computer systems.
- Demonstrated high standard of attention to detail.
- Demonstrated ability to manage time effectively.
- Ability to work both as an individual and as a member of a team.
- Knowledge of principles and practices for providing quality customer service.
- Sound interpersonal, oral and written communication skills, and the ability to develop and maintain effective relationships with a broad range of people.

Experience

- 2 or more years' experience within a warehousing environment.
- Supervisory experience will be highly regarded.

Service is priority number one at Signet. And always will be.

Warehouse Leading Hand Position Description



Key Performance Indicators

- ⇒ Number of NCT's generated by non conformance to correct processes.
- ⇒ Timeliness to unload / receive inwards goods.
- ⇒ All sales orders released prior to 3:15pm are dispatched same day.
- ⇒ Warehouse scanning compliance minimum achieves target of 99%
- ⇒ General Cleanliness of warehouse work areas, reviewed daily.
- ⇒ Safety incident reports raised due to incorrect application of work practices / processes.
- ⇒ Maintenance of site safety checklists and COR documentation.
- ⇒ Warehouse stock errors volume and value

Qualifications

- ⇒ Certificate III in Warehouse and Logistics or related discipline.

Mandatory Criteria

- ⇒ Current forklift license.

Specific Requirements of the Position

- ⇒ Med-High physical requirements as per Task Analysis & Functional Assessment Form for Warehouse
- ⇒ Ability to work flexible/rotating rosters within the standard day
- ⇒ Availability for overtime, as required

Key Stakeholders

Internal

- ⇒ Warehouse Manager
- ⇒ Warehouse employees
- ⇒ Head-Office and regional Signet & Insignia employees

External

- ⇒ Customers
- ⇒ Suppliers
- ⇒ Freight Companies

Service is priority number one at Signet. And always will be.

Warehouse Leading Hand Position Description



Authorisation

Please sign to confirm that this Position Description has been discussed by both parties.

Employee Name & Signature _____ Date _____
Manager Name & Signature _____ Date _____

| Date | Reviewed By | Comment |
|----------|-------------|---|
| 01/06/12 | A Robertson | New template. |
| 10/11/14 | N Golenkova | Edit and HR review. |
| 17/08/15 | A Robertson | Reviewed and approved. |
| 07/03/16 | B Simpson | Updated to reflect current practices. |
| 8/7/21 | V Bushill | Updated Organisational Requirements |
| 16/7/21 | B Walsh | Update to KPIs and Key responsibilities |

Service is priority number one at Signet. And always will be.