



## JOB DESCRIPTION

<b>Position Title:</b>	Warehouse Manager
<b>Department:</b>	Finance
<b>Position Type:</b>	Permanent, Full-time
<b>Work Location:</b>	Dovenby Warehouse, Cockermouth, CA13 0PN
<b>Reports To:</b>	Chief Financial Officer

### Position Summary

Founded in 2011, The Lakes Distillery has an ambitious vision to become a luxury single malt whisky business and has reached a significant point in our growth. While the brand is still young, we have had real success and traction with small batch releases selling out and our whisky winning the title of “World’s Best Single Malt Whisky” in 2022. We are at a point in our journey where we can increase production, establish our roots globally, and deliver real growth across a 5-year plan and beyond.

Whilst our focus is on single malt, we also have a portfolio of whisky blends, gin, and vodka, with each playing its part in driving commercial delivery of the business.

We are currently looking for a Warehouse Manager who will have responsibility and accountability for the overall management of our finished goods bonded warehouse.

The role will include the development, performance and maintenance of the warehouse, goods in/out operation and stock control to produce an efficient system and delivery solution, maximising performance & profitability against pre-agreed targets and controls.

The role will also have responsibility of leading a team of warehouse operatives and drivers ensuring company values and behaviours are reflected within the warehouse resulting in a healthy working environment in line with our company culture.

### Key Accountabilities

Responsible for, but not limited to:

- Managing, training and engaging with the warehouse team, including managing their development via regular 1-2-1 meetings and KPI fulfilment.
- Ensuring that warehouse processes are clearly defined, developed, documented, and adhered to.
- Managing and assisting with warehouse order fulfilment including pick / pack and system processing, as well as courier booking and issue resolution.
- Working closely with hauliers and their account managers to resolve operational issues or delays and to secure additional capacity where required.
- Managing and assisting with the physical receipt of deliveries and ensuring they are accurately checked and received in WMS and EMCS.
- Managing and optimising the container loading process for export orders.
- Full responsibility for managing health and safety, including attendance at regular meetings.
- Managing the monthly stock count as well as investigating and reporting on discrepancies.
- Ensuring compliance with all external audits and efficiently resolving any issues raised.



- Managing the processing and delivery route planning of trade orders in Cumbria, North Lancs and other locations.
- Completion of EMCS documentation for under-bond shipments.
- Co-ordinating accurate labelling, re-labelling and duty stamping for stock conversions.
- Co-ordinating co-packing and rework orders.
- Planning and maintaining optimum stock levels of kitted products.
- Managing the ordering of packaging for, and timely fulfilment of, trade samples
- Managing and optimising the stock returns process.
- Managing and optimising quality issues and the rejects process, ensuring the accurate and timely communication and processing of all quality issues and rejects.
- Managing warehouse vehicles and manual handling equipment processes and ensuring they are inspected, tested, and serviced in a timely manner.
- General housekeeping including a high standard of organisation and cleanliness.
- Proactively engaging with the warehouse landlord in the event of any site issues affecting our operations or to advise when we have any non-standard requests.
- Managing the provision of waste facilities.
- Managing the supply and reporting of different pallet types.
- Ensuring all PODs are saved and clearly filed in a timely manner.
- Pro-actively communicating with the supply chain, customer service, sales, marketing, brand home, finance and HR teams.

## Knowledge, Skills & Core Competencies Required

### KEY CHARACTERISTICS

**Teamwork:** You will have a pro-active and hands-on approach and be involved in the physical daily operations. Effectively communicate and work with a wide variety of teams throughout the organisation.

**Adaptability:** You will be flexible to changing business needs and daily operational requirements, with the ability to plan and prioritise accordingly.

**Attention To Detail:** You will be passionate about the highest levels and standards of order fulfilment in line with our brand values. You will demonstrate strong ownership to ensure WMS and inventory accuracy. You will optimise the configuration, storage, and space in the warehouse. You will ensure pro-active and timely updates in systems.

**Customer Service:** You will be passionate about ensuring the highest level of service and supporting the growth of our organisation.

**Continuous Improvement:** You will pro-actively and constantly look to improve processes and efficiency and to reduce costs.

### ESSENTIAL SKILLS / EXPERIENCE

- At least 2 years of warehouse management within a fast-moving warehouse operation, ideally with bonded warehouse experience.
- Proven people management experience.
- Ability to meet deadlines and targets.
- Excellent numerical, written, and verbal communication skills, together with the ability to deliver accurate information.
- Competent in Microsoft Office.
- Full, clean driving license.
- Forklift trained or willing to learn.



- Must have the right to work within the United Kingdom (required).
- Must be able to commute to Cockermouth, CA13 0PN

### Business Context

Organisation chart:

