



Transport & Warehouse Operations Supervisor Level 3

Typical **12-month duration** of on programme learning,
followed by an end point assessment.

Learner focused approach to learning, with a dynamic
delivery plan. Workplace mentor needed as the programme
is centred around the individual's workplace development.



Profile

This occupation is found in the Transport and Warehousing sector. It is found across a range of different types of organisations and employers such as hauliers, storage and warehouse operators, couriers, retailers and utilities.

The broad purpose of the occupation is to manage the day to day operations involved in supply chain, ensuring activity, personnel and/or vehicles meet customer expectations along with regulatory and legal requirements.

At this level Transport and Warehouse Supervisors are integral to successful daily operations in a fast paced and varied environment. An employee in this occupation will be responsible for applying their knowledge and expertise to managing their own work with a high level of autonomy and leading a team to effectively and efficiently deliver departmental and organisational objectives.

Knowledge

- Recruitment and selection process and practice including working with inhouse and external resourcing teams.
- How to review staff performance including appraisals, performance development reviews (PDR), work allocation, skill gaps and training for transport/ warehouse team members
- Factors that affect workplace efficiency and how these can be managed
- Organisational and individual KPIs and strategies for meeting these.
- People management policies compliant with ACAS. For example disciplinary and grievance processes
- Organisational procedures for delivering customer service, managing customer accounts, information and quotations
- Rules and best practice guidance for sector specific operations e.g. International carriage of dangerous goods by road (ADR), Dangerous Goods Safety Advisor (DGSA), Livestock, Perishable items, Ministry of Defence (MOD).
- The application of Health and Safety regulations in transport and warehousing operations.
- Environmental impact of transport and warehousing operations i.e. telematics, Clear Air Zones compliance, recycling
- IT systems and tools used to manage transport and warehouse operations
- The role of the health and safety executive and the driver and vehicle licensing agency within your organisation including anti-smuggling and security controls
- Anti-smuggling, immigration and security controls
- Driver testing and licensing in relation to categories of driving entitlement, vocational training requirements including Driver Certificate of Professional Competence
- Vehicle maintenance requirements including scheduling and record keeping
- The goods in process; receipt of goods to organisational standards, returned goods, disposal of goods and resale of goods
- Stowing procedures to nominated warehouse locations
- Procedures to dispose of and resell goods through secondary markets
- Picking schedules and dispatch times
- Warehouse dispatch processes
- Stock management processes and procedures
- Correct loading procedures for goods and safe transport weight limits
- Legislation and ways to keep the premises within the current Health and Safety Executive guidelines
- Service and maintenance requirements for Mechanical Handling Equipment (MHE) and Lifting Operations and Lifting Equipment Regulations (LOLER)
- Procedures for direct orders or special orders that are not part of standard stock lines

Skills

- Allocate and monitor work and set objectives including continual professional development (CPD), for transport/ warehouse team members.
- Identify skill and knowledge gaps in own performance and team performance in relation to transport/ warehouse operations
- Complete performance development reviews (PDR)/ staff appraisals for transport/ warehouse team members
- Plan training to meet the requirements of the business and the team members including where required, Driver Certificate of Professional Competence and Material/Mechanical Handling Equipment requirement
- Achieve KPI's and targets set for the transport/ warehouse team and individuals within the transport/ warehouse team
- Carry out disciplinary and manage grievances as per organisational guidelines
- Lead team and departmental communications and meetings
- Carry out risk assessments appropriate to work environment in accordance with the Health and Safety Executive
- Plan, organise and evaluate vehicle and warehouse maintenance schedules for compliance with the DVSA 'Guide to Maintaining Roadworthiness' or other Approved Codes of Practice (ACOP)
- Use IT equipment and systems for the role such as telematics or warehouse management systems , immigration and security controls
- Plan and review warehouse compliance and efficiencies; labour, placement, schedules, resources to inform improvements, including inbound and outbound goods
- Ensure the security of the transport, warehouse and goods in line with organisational policies
- Review and measure the performance of warehouse operations to inform improvements to safe operating processes and systems; i.e. picking, stowing, dispatch
- Lead and review the process for returned, damaged goods, customer bespoke and direct orders
- Supervise loading to ensure correct procedures are used
- Communicate with internal and external customers using various communication methods
- Identify and propose innovative business improvements

Behaviours

- Demonstrate the organisations values to promote and enhance brand reputation.
- Demonstrate ownership and responsibility for their own safety and that of others
- Take ownership for your own performance and training committing to self-improvement. Keeping up to date with industry developments.
- Positive attitude and approach to their work even when priorities and working patterns change
- Use own initiative when needed to ensure that employer needs and expectations are met
- Treat team, customers and other stakeholders with respect
- Approachable and open to change
- Professional approach - constructively manage difficult situations with colleagues, always striving to achieve the best outcome for the organisation and wider team
- Treat equipment and technology responsibly and with respect



Duties

- Deliver good customer service to internal and external customers as per agreed contracts and organisation's process
- Monitor and record staff performance and behaviour including recruitment, allocation and right to work entitlement
- Ensure that the transport operation centre or warehouse is working efficiently, using IT systems and promote productivity.
- Brief and debrief team members on a daily basis to provide information, advice and guidance.
- Plan the training needs of transport/ warehouse operatives to ensure regulatory compliance and continued professional development are met in line with organisation's requirement.
- Follow internal and external audit procedures for transport and warehouse operations that relate to environmental impact, health, safety, well-being and regulatory compliance
- Monitor and report on the day to day operational performance of the supply chain
- Organise and plan the use of resources e.g. staff, vehicles and warehousing equipment, schedule maintenance and repairs, ensuring spend is within budget
- Ensure correct personal protective equipment is issued and maintained for the team and provided to visitors to transport or warehouse operational areas
- Identify opportunities to improve organisations processes and practices
- Supervise receipt of goods, ensuring the correct goods are received, handled safely, ensuring any risks are identified
- Supervise stowing of goods into storage in order to optimise space, improve distribution and preserve condition in line with health and safety and reduce risks.
- Supervise reverse logistics operations in line with environmental and company policy.
- Supervise the replenishment, picking, packing and decanting of goods.
- Oversee the dispatching of goods; identifying any problems with goods or special instructions affecting delivery, confirming the correct method and materials for wrapping or packing in line with environmental legislation and organisational policies.
- Carry out stock control and stock checks to ensure that appropriate stock levels are maintained.
- Ensure the workplace is clean and tidy, meet the required hygiene and fire safety standards
- Monitor and record checks of racking and mechanical handling equipment, in line with manufacturers recommendations and organisations procedures.
- Supervise the process of bespoke/ direct orders and deal with any problems.
- Ensure the security of the warehouse and goods are maintained, and risks are identified, reported and that records are kept up to date

Apprentice Journey

Enrolment

- Recruitment support
- Information, advice and guidance
- Health and safety vetting
- Initial assessments
- Application form

Induction

- Full induction with trainer
- Manager/mentor involvement
- Individual learning plan
- Commitment agreed
- Skill scan of prior knowledge

Programme

- Trainer-led learning sessions
- Workplace portfolio development
- Off the job hours to complete programme
- Digital platforms and resources
- Functional skills maths and English where applicable
- 12-week progress reviews
- Mentor support & guidance

End Point Assessment

- Multiple choice test
- Project report with presentation and questioning
- Interview



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