

## ROLE SPECIFICATION

<b>Position:</b>	<b>Team Leader: Logistics ("TLL")</b>
<b>Department:</b>	<b>Logistics Department</b>
<b>Location:</b>	<b>Lexicraft Limited, Bromborough, Wirral</b>
<b>Responsible To:</b>	<b>Planning &amp; Logistics Manager ("PLM")</b>

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### **The Logistics Department:**

The principle function of the Logistics Department which forms the Logistics side of the LXC business will oversee the safe receipt, storage, retrieval and timely Logistics of goods to customers. The Logistics Department ensures the workplace is maintained to meet the Health & Safety requirements and takes responsibility for the security of the stock.

### **The Role:**

The Team Leader: Logistics will be working in a busy Logistics department for a £3m turnover manufacturing business as part of a logistics team.

This role is expected to be very broad and encompass many of the functions provided by the Logistics Department but with specific responsibility for maintaining the day to day running of the Logistics department and liaising with suppliers, customers and various personnel across the business. The business has recently moved to a fully integrated EFACS ERP system during 2015, so the ability to adapt, document and learn new systems will be crucial.

Building good customer relations and interaction with the wider organisation is critical in this role, so excellent communication and interpersonal skills are vital.

### **Role Responsibilities - Logistics & Warehouse:**

The role responsibilities of the Team Leader: Logistics are to assist with the daily running of the Logistics Department ensuring all the following requirements are met at all times:

- Orders are packed as per the customer Requirements;
- Orders are matched to the relevant job sheets and drawings;
- Improving UPS Worldship and DHL Intraship knowledge;
- Supervising the staff within the Logistics Department and assisting with any issues that may arise on a daily basis;
- Maintaining all stock / overs which are booked into Stock;
- Liaising with the Customer Service Team to ensure the relevant and timely information is provided relating to any issues with customer consignments;
- Making sure all goods being despatched are packed securely and addressed correctly to meet customer specification;
- Ensuring consignment numbers from shippers are entered into EFACS at the time of Despatch;
- Answering telephone queries and contacting various customers when goods are ready for collection;
- Accepting & Checking Deliveries upon arrival to the business;
- Assisting with off-loading and unpacking of goods where necessary;
- Accurately checking all incoming stock for any shortages and/or damages;
- Handling stock in a way that minimises the risk of damage while in stock or during delivery;
- Maintaining high levels of Health & Safety Standards at all times.

### **General Duties:**

- Handling incoming and outgoing post on daily basis;
- Handling general enquiries internal and external coming in to the Logistics Department;
- Assisting with any Ad-hoc duties/projects to support the day to day activities of the Logistics Department as and when instructed by the Operations Manager.

## Core Competencies of the Role

Achieving Success				
Concern for Standards	Data Management	Innovative	Efficiency Orientation	Results Orientation
3	2	3	3	3

Analysis & Judgement				
Analytical Thinking	Conceptual Thinking	Critical Information Seeking	Decision Making	Risk Management
2	2	2	2	2

Managing Others			
Developing Others	Performance Management	Training Others	Compliance
2	2	2	3

Organisational Awareness				
Business Knowledge	Commercial Awareness	Strategic Thinking	Financial Awareness	Process Knowledge
3	2	2	2	3

Self-Management							
Adaptability and Flexibility	Continued Professional Development	Initiative	Methodical and Thorough	Planning and Organisation	Positive Self Image	Self Control	Tenacity
3	1	3	2	3	3	3	3

Working with Others				
Collaborative Working	Effective Communication	Influencing Others	Interpersonal Awareness	Team Work
3	3	2	3	3

### Key

- 0** Requires training in this area.
- 1** Aware of quality standards related to position.  
Ensures own work meets quality standards.  
Ensures accuracy and consistency in all work completed.  
Adheres to processes and procedures to ensure standards are maintained.
- 2** Aware of quality standards beyond own position.  
Ensures contribution from others to own work meets quality standards.  
Sets high personal standards.  
Understands desired end result and questions activities which may compromise standards.
- 3** Mind-set focused on excellence/best practice.  
Defines new or improves existing quality standards.  
Identifies consequences of not achieving standards.  
Takes action to avoid standards being compromised.

**Interfaces:**

**Management Interfaces:**

The TLL will not have any direct reports but will be responsible for supervising team members within the Logistics Department.

The LPM will be responsible for setting goals and objectives to be met by the TLL.

**Service Provider Interfaces:**

- LXC Planning & Logistics Manager, Production Manager, Design, Product Design; Customers Services Manager, Purchasing Manager, Sales Team Members, Production Manager: Metal and other LXC Members.
- All other Lexicraft Managers & Team Leaders and all levels of Personnel throughout LXC;

**Interface Summary:**

**Key to Relationships**

Line Manager

Staff Supervisor

Service Provider



**People Management:**

The TLL does not currently directly manage any direct reports.

The TLL is managed through annual appraisals with objectives and Key Performance Indicators via the OM.

**Required Behavioural and Technical Skills:**

- The ability to work autonomously, planning own work schedule to ensure deadlines are met;
- The ability to work as part of a team and under pressure in busy times;
- Good literacy, numeracy and verbal communication skills and IT literate;
- Team player and motivator;
- A positive individual with a 'can do', results driven approach and attitude;
- Keen to develop and learn new skills;
- An effective and confident communicator who listens and is able to express themselves clearly;
- Committed, reliable, responsible, and honest with high integrity;
- Welcomes change, is flexible and can adapt and deal with various demands.

**Desirable Skills:**

- Experience working within a Logistics Department;
- A good standard of English and Maths;
- Intermediate level using Microsoft Office, Word, Excel, PowerPoint, ERP/EFACS Systems.

**General Information:**

- Travelling to customer sites from time to time depending upon commercial requirements;
- In addition to the duties and responsibilities listed, other duties may be assigned by the Operations Manager;
- This document is a guide to the role. It may be changed from time to time to meet changing circumstances. It does not form part of any Contract of Employment.

**Experience:**

- Building excellent internal and external relationships;
- Managing multiple priorities and coping when under pressure;
- Experience using EFACS;
- Experience of desk top office suites, preferably Microsoft Office with strong Excel and Word skills;
- Excellent team work and co-operation skills.

**General Information:**

- In addition to the duties and responsibilities listed, other duties and reasonable tasks outside of the general provisions of the job description may be assigned by the Line Manager in the pursuance of good company practice or need.
- To respect any matter deemed by management as confidential in accordance with the terms of the Contract of Employment of the job holder.
- This document is a guide to the role. It may be changed from time to time to meet changing circumstances. It does not form part of any Contract of Employment.