

# MATCHES

## **Job Description**

**Job Title:** Warehouse Operations Manager  
**Department:** Fulfilment and Logistics  
**Reporting to:** Head of Logistics

### **Key Objective**

To support the Head of Logistics with the day to day management of the warehouse operation, customer order fulfilment functions and associated processes/procedures. To supply a first class service, both internally, to all areas of the business, and externally to Matches customers and suppliers. To develop and maintain a clear and scalable logistics strategy to support the growth of Matches Fashion and warehouse move.

### **Main Duties & Responsibilities**

- Manage effectively the day to day operation of the warehouse and team through the operational team leaders.
- Support the development of the Operational Team Leaders via ongoing coaching and mentoring.
- Manage, motivate, train and continually develop the warehouse team.
- Manage the security of all warehouse and E-shop stock.
- Manage the drivers and their workload and ensure full coverage where necessary.
- Manage the maintenance of Matches delivery vehicles ensuring they remain roadworthy and legal at all times.
- Manage the returns to the Warehouse and ensure items are dealt with promptly and returned to stock/supplier.
- Maintain regular communication with E-shop customer care and retail customer service to update them on any outstanding customer care issues.
- Liaison with stores/stock controllers to ensure that stock movements and stock keeping standards are maintained in line with company guidelines
- Responsible for investigating stock discrepancies, including negatives, unfound and sold out, and reporting the information to relevant managers including the Stock Accountant.
- Carry out regular stock take's and report on results.
- Ensure the highest operational standards are deployed at all times.
- Responsible for maintaining the stock levels and re-ordering of all Matches packaging.
- Responsible for maintaining and re-ordering of general consumables as agreed.
- Ensure the warehouse is compliant with current Health and Safety regulations and that the warehouse team is trained appropriately.
- Regularly appraise team members and carry out Matches annual performance review at the communicated time.
- Any other reasonable duties as and when requested including Bicester village requests.