

Position Description



Supply Chain Warehouse Team Leader

Date	March 2025
Purpose of position	<p>To ensure the delivery of safe operations to meet excellent customer service for best practice storage, receipt, and delivery of product:</p> <ul style="list-style-type: none">• The timely receipt and delivery of products and container packing targets are met.• Maintaining the upkeep and cleanliness of the stores to adhere to the policies and procedures.
Reports to	<ul style="list-style-type: none">• Warehouse Supervisor
Key Relationships	<ul style="list-style-type: none">• Supply Chain Manager• Warehouse Manager• Supply Chain Administration Team• Supply Chain Customers• Transport and Logistics Operators• Planning and Control• Terminal Team Supervisors
Direct Reports	<p>No direct reports.</p> <p>Day-to-day supervisory responsibility of:</p> <ul style="list-style-type: none">• Forklift Operators• Stores Assistants• External Casual Labour
Qualifications	<ul style="list-style-type: none">• Proven experience in logistics and supply chain; demonstrate successful staff and leadership skills.

Core Responsibilities

Health & Safety	<ul style="list-style-type: none">• Takes responsibility for own and others safety.• Follow all Port Otago health and safety guidelines and procedures.• Reports and escalates Health and Safety issues to Manager/GM/LT Member appropriately (everybody's responsibility in every situation).• Report all incidents, accident and near misses accurately and in a timely fashion.• Follow injury management processes to ensure first aid is provided and follow up treatment delivered.• Assist kaimahi to correctly complete reports via Damstra system.
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	<ul style="list-style-type: none"> • Participates in and supports induction and on-going training programmes. • Ensure strict adherence to safety standards, statutory and legislative requirements, & Port Otago policies and procedures. • Proactively work to create safer systems of work. • Comply with work area PPE requirements. • Follow the “Take 5” personal task hazard process. • Responsible for ensuring a safe workplace and adherence to good housekeeping practices. • Attendance & involvement at all team Health and Safety meetings. • Attend Runaka meetings as required. • Present to work in a fit state free from risk of impairment due to fatigue, drugs & alcohol. • Works with Warehouse Supervisors and Managers to regularly update safety practices in the operation to improve safety and operational efficiency. • Direct and demonstrate forklift activity to ensure safe and efficient work practices are followed and machines are used in a safe manner with effective man and machine separation controls. • Lead Toolbox Meetings with a focus on Health and Safety.
People Leadership	<ul style="list-style-type: none"> • Develop open, honest, and respectful working relationships with all team members and members of the wider management group. • Develop clear communication paths including structured team Toolbox Meetings. • Undertakes strong day-to-day supervision of team members and steps directly in to solve problems when required. • Provides training to team members aligned with all relevant SOPs and customer requirements. • Acts as a leader of example fostering a culture of increased accountability. • Actively supports the Warehouse Supervisor to foster accountability and development to achieve a culture of best practice.
Operational Performance	<p>Is responsible to the Warehouse Supervisor on the productivity and performance of the store operations function to achieve the most efficient utilisation of resources and space.</p> <p>Key functions to be managed include:</p> <ul style="list-style-type: none"> • Undertake Forklift operations to ensure business continuity. • Monitor storage methods to ensure product is being stacked in line with SOP’s and achieving best practice in inventory accuracy and control. • Ensure receiving and delivering products are safely executed within the time frames required by the customer.

	<ul style="list-style-type: none"> • Effective day to day people management which includes staff training. • Building maintenance and housekeeping is identified and escalated to maintain safety, compliance, and fitness. • Assist with the control of forklift maintenance and repair requirements.
Supply Chain Leadership	<ul style="list-style-type: none"> • Provides good liaison between warehouse operations to build constructive customer service orientated practices with the multiple warehouse users.
Delivery to Customer	<ul style="list-style-type: none"> • Ensure a high degree of responsiveness in service delivery for both internal and external customers. • Stays “ahead of the game” on service delivery and ensures that any issues are addressed as appropriate with customers.
Compliance & Quality	<ul style="list-style-type: none"> • Ensure all regulatory authority requirements are met and audit outcomes are satisfactory and have acceptable outcomes.
Contractor Management	<ul style="list-style-type: none"> • Assist the Warehouse Supervisor to ensure contractor engagement at Port Otago premises is aligned to Port Otago’s policies and procedures.
Change Management and Process Improvement	<ul style="list-style-type: none"> • Instils a culture of continuous review and improvement. • Overcomes barriers to change.
Team Contribution	<ul style="list-style-type: none"> • Develop open honest and respectful working relationships with all team members and members of the wider management group. • Promote a cohesive and inclusive team culture with colleagues. • Be polite and courteous to all team members to maintain a professional environment. • Actively listen to other people’s ideas and contribute positively to team activities. • Actively support the Port Otago Values through behaviour & leadership.
Personal Development	<ul style="list-style-type: none"> • Take some responsibility for developing own personal plan in conjunction with Warehouse Supervisor. • Plan developed identifying goals, actions, and timelines in conjunction with your Warehouse Supervisor.

Key Performance Measures

Health & Safety	<ul style="list-style-type: none"> • To always have safe work practices and to be a role model for others. • All incidents and accidents are reported promptly and accurately. • All hazards identified are reported immediately via Damstra system and appropriately escalated. • To hold team members accountable for following and demonstrating safe work practice.
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	<ul style="list-style-type: none"> • VSL (Visible Safety leadership) is practiced at all times and observations recorded in Damstra. • Strong positive leadership and staff engagement at Health and Safety Working Group Meetings. • Any visitors or contractors have completed the online Health and Safety Induction, have completed a Site Induction, and wear appropriate PPE.
People Leadership	<ul style="list-style-type: none"> • All team members are productive in their roles. • Completion of training needs of team members as required. • Provide feedback to the Warehouse Supervisor and Manager for training plans, goals and staff review processes.
Operational Performance	<ul style="list-style-type: none"> • Efficient utilisation of storage space. • Accurate inventory control. • Meet container loading shipments. • Reduction in operating cost ratios. • Reduction in error/damage costs.
Process Improvement	<ul style="list-style-type: none"> • Ensuring actions resulting from process improvement are embedded into the culture of the Supply Chain Team.