



**ELECTRONIC  
TEMPERATURE  
INSTRUMENTS LTD.**

## ETI JOB DESCRIPTION

**Job Title** Warehouse Manager

**Responsible to** Operations Officer

### Key Responsibilities

- Ensure that goods are despatched in a timely and efficient manner.
- Train Despatch personnel and ensure they are aware of correct procedures.
- Ensure all work is carried out safely in accordance with the Health & Safety at Work Act and Company Safety Policy.
- Allocate and arrange available resources efficiently.
- Confirm despatch methods, including packing types, carrier selection, and customer collections.
- Receiving stock onto the computer system upon receipt from Production.
- Track and book out stock removed from the warehouse for non-invoice purposes.
- Organise stock counts and liaising with auditor visits.
- Manage all inbound deliveries, checking items against procedures and routing them to the correct recipient.
- Inform Purchasing of inbound 'Bought-in Stock' to enable timely inspection and system booking.
- Oversee correct stock placement and ensure proper stock rotation on shelves.
- Carry out any other duties as directed by management.

### Main Interactions

- **Internal:** Sales, Aftersales, Marketing, Accounts, and Production teams.
- **External:** Couriers/carriers, customers (in liaison with Sales), and suppliers (in liaison with Purchasing).

### Knowledge and Experience

- Proven background in warehouse operations with experience using automated systems.
- Proven experience in a management role within a warehouse or despatch environment.
- Strong knowledge of carrier procedures and freight logistics.
- Proficient in data entry and navigating computerised warehouse/ERP systems.
- Strong commitment to Health & Safety regulations and procedures.
- A valid UK driving licence is advantageous.

### Training/skills

- Strong team leadership skills to maintain team motivation through variable workloads.
- Excellent verbal and written communication skills for telephone, email, and face-to-face interactions.
- Exceptional planning, time-management, and multi-tasking abilities.
- Self-motivated and proactive, with the ability to solve problems under minimal supervision.
- Physically fit and capable of meeting role demands, including manual handling and standing for long periods.

### Management

- Act as an active member of the Management team, providing constructive input into wider business activities and supporting cross-functional decision making where required.
- Lead, motivate and support Despatch and Warehouse personnel, acting as a positive role model for staff and visitors on site.
- Be responsible for the recruitment, induction, and ongoing training of all team members, in close liaison with the HR Department.
- Carry out team members' formal appraisals and informal one-to-one discussions in line with company procedures.
- Ensure any HR issues relating to staff members are dealt with promptly and reported to the HR Department, seeking guidance when appropriate.
- Be responsible for departmental budget income and expenditure, ensuring resources are used effectively and in line with business requirements.
- Devise and deliver Annual Operational Plans for the team, supporting the smooth, safe and efficient running of the Despatch Department and Warehouse.

## Other

- Undertake all duties in accordance with ETI Ltd policies.
- Attend all training when required in order to adhere to mandatory regulations, legislation and best practice.
- Promote the company positively at all times.
- Adhere to all aspects of confidentiality and Data Protection to comply with the law.
- The post holder will be required to undertake such other duties as may be required, therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.
- The organisation reserves the right to update or amend the job description, from time to time, to reflect changes to the role. The post holder will be consulted about any proposed changes.

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I confirm that I have read, understood, and accept the duties detailed in this Job Description.

Employee name

Employee Signature

Date