



Senior Warehouse Manager

Reports to: Senior Operations Manager

Department: Operations

Location: Luton

Are you looking to join a fast-paced business where your ideas are listened to and where you are involved in scaling the business? Do you thrive in a busy, same day dispatch environment where no two days are the same?

We are looking for someone who is well organised, someone who can plan ahead as well as oversee daily tasks. We have ambitious growth plans and are looking for someone to join our team who will contribute to the progression of these plans.

The Role

There is a mix of work: booking in deliveries, overseeing same-day dispatch of all orders before 5pm, collection customers and some re-labelling of stock to meet specific customer requirements. You will ensure the smooth running of the Luton Warehouse; confirming all works are performed in accordance with Health, Safety, and legislative requirements and in close collaboration with the Manchester Hub.

You will be responsible for engaging, motivating, and leading the team to achieve operational Key Performance Indicators (KPI's), be prepared to get involved and make a difference.

Key Responsibilities

- Maximize available warehouse space, stock availability, and ensure stock accuracy
- Assist with training full time and part time staff
- Oversee the preparation of the warehouse for receiving the next day, relabel, storage and dispatch of goods
- Supervise, coordinate, and oversee day to day logistics operations
- Assist with product cycle counts and site inventory accuracy
- Ensure daily operations meet and exceed daily performance expectations
- Full adherence to health and safety policy and procedures
- Interact with customers in resolving delivery, or order filling issues
- Ability to coach, develop, engage, and retain a team of employees



- Encourage and integrate innovation and cost-effective working methods, introduce new systems and procedures to improve performance/efficiency
- Monitor, analyse and investigate performance against targets, ensuring KPI targets set by the company are met/exceeded
- Regular scheduling and managing resources to maximise output
- Support Senior Operations Manager on projects and new initiatives

Skills & Experience

- Associate's or bachelor's degree in business, business administration, information systems, computer science, or equivalent experience
- Exceptional proactive experience within a similar role demonstrating decisive and effective decision-making, problem resolution and time management skills
- Pays strict attention to detail.
- A critical thinker who strives for continuous improvement.
- Use leadership skills to collaborate with team members.
- Train employees and helps with problem solving and decision making.
- Has sound computer literacy skills to assist with writing protocols.
- Carry out team briefings and individual 1-2-1's on a regular basis
- Hands on; willing to assist in other operational areas when needed
- Experience with warehouse management systems (Syspro & Orchard experience a bonus)
- Excellent communication skills both written and verbal with the ability to adapt to various conditions
- Demonstrate high levels of resilience, self-motivation, and flexibility
- Competent in Microsoft Programmes (Outlook, Word, Excel, PowerPoint, Teams)



Benefits

- **Holidays**
 - 23 days paid holiday plus National Holidays
 - After 3 full calendar years, an additional day is issued to a maximum of 30 days
 - The option to purchase an additional 3 days, with payments taken directly from the salary over the period of the remaining months of the year
- **Bonuses**
 - Monthly Sales bonus scheme when set targets are achieved
 - Yearly profit share bonus scheme when set targets are achieved
- **Pension**
 - Company contributes 5%, employees 3%. With access to a Financial Advisor
- **Private Health Care**
 - With the ability to add family members at reduced rates
- **Life Insurance**
 - 3 x annual salary
- **Company discount scheme**
- **Free onsite parking**

More About Us

At Europa we encourage a learning culture and support those who are keen to learn and take on additional responsibilities. You will have the opportunity to work for a progressive company that believes in employee engagement through training, promotion, and our core set of values - honesty, respect, can-do attitude, forward thinking and fearless.

Formed in 1974, Europa is a well-established distributor of electrical products supplying wholesalers, major catalogue companies and other mainline distributors across the whole of the UK. Our continual investment in products, people and systems allows us to provide an exemplary level of customer service, and industry leading technical support to an ever-expanding range of quality products and bespoke customer solutions.

