



JOB DESCRIPTION

JOB TITLE: Warehouse & Fulfilment Supervisor

DEPARTMENT: Royal Collection Trust

SECTION/BRANCH: Central Retail

LOCATION: Windsor

REPORTING TO: Warehouse Manager

Job Context

Royal Collection Trust is a department of the Royal Household and the only one that undertakes its activities without recourse to public funds. It incorporates a charity regulated by the Charity Commission and the Office of the Scottish Charity Regulator, The Royal Collection Trust, and its subsidiary trading company, Royal Collection Enterprises Limited.

Royal Collection Trust is charged with the care and preservation of the Royal Collection and its presentation to the public. The Royal Collection is one of the largest and most important art collections in the world. It comprises almost all aspects of the fine and decorative arts, runs to more than a million objects and is spread among some thirteen royal residences and former residences across the UK. At The Queen's Galleries in London and Edinburgh and in the Drawings Gallery at Windsor Castle aspects of the Collection are displayed in a programme of temporary exhibitions. Many works from the Collection are on long-term loan to institutions throughout the UK, and short-term loans are regularly made to exhibitions around the world as part of a commitment to broaden public access and to show parts of the Collection in new contexts. The works of art in the Royal Collection are held by The Queen in trust for her successors and the nation.

Royal Collection Trust is responsible for the management and financial administration of the public opening of Buckingham Palace (including The Queen's Gallery, the Royal Mews and Clarence House), Windsor Castle (including Frogmore House) and the Palace of Holyroodhouse (including The Queen's Gallery). The monies generated from admissions, and from associated commercial activities are invested in the care and conservation of the Royal Collection and the promotion of access and enjoyment through exhibitions, publications, loans and educational activities.

The warehouse is based in Shaw Farm, Windsor with two satellite excess storage locations and acts as a distribution centre for all customers, retail wholesale and eCommerce; and manages the ensuing stock movements through two separate computer systems. It is responsible for the distribution of all stock to the nine permanent shops and three temporary shops, across three sites and processes approximately 3 million units per year.



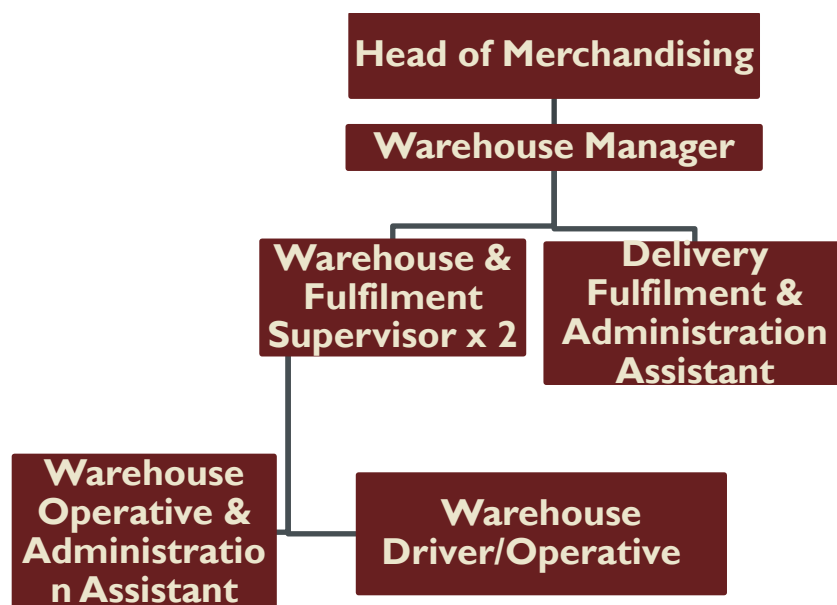
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Royal Collection Enterprises Ltd is a company registered in England and Wales (2778486). Registered office: York House, St James's Palace, London SW1A 1BQ

This document is not contractual and may be subject to change following consultation with the post-holder



Organisational Chart



Job Purpose

To work as part of the Warehouse Management team, with responsibility for the management, recruitment and development of a team of Warehouse Drivers / Operatives, to ensure accurate and timely processing of all stock movements, including shop/wholesale, e-commerce and home delivery orders, ensuring stock is received/picked /packed and dispatched on time as part of the cycle of the busy distribution centre in accordance with Health and Safety requirements.

To ensure all administration and communications with external carriers, within the constraints of the other warehouse activities are accurate and timely processed onto the computer systems.

Principal Accountabilities

Managerial

- To monitor and update procedures to seek improvements and implement best practise in order to ensure that staff, stocks, space and equipment are working/operating at their best.
- To liaise with the merchandise team and assist the warehouse manager on both long-term and short-term storage strategy for on-site and offsite, to enable the most effective use of available warehouse space, labour and vehicles.
- To organise and plan man power in consultation with the Warehouse Manager and be responsible for setting and maintaining rotas to ensure that the warehouse and associated activities are adequately and appropriately staffed in line with business requirements. If necessary to lead the seasonal recruitment for selection and training.



- To set key KPIs and conduct PDR's and mid-year reviews for the warehouse drivers and operatives
- To work with the warehouse manager to negotiate and arrange the renewal of contracts by obtaining the appropriate number of quotes etc.
- To assist with reconciliations and invoices required by our finance team, ensuring accuracy
- To run the warehouse in the absence of the warehouse manager

Health & Safety and Equipment management

- To assist the warehouse manager with overseeing the warehouse drivers and operatives' equipment/vehicles usage by running routine and ad-hoc checks.
- Maintain the key details database to ensure all renewals, maintenance etc. are up to the standard of the appropriate legislation and practices.
- To keep up-to-date with training and compliance from a H&S aspects and keep up with new government regulations and update procedures accordingly.
- To assist the warehouse manager in completing the annual risk assessments
- To liaise with HR to ensure all staff occupational welfare is maintained
- To obtain a first aid at work qualification and keep updated

Stock Management

- To monitor all incoming deliveries for accuracy in quantity, quality and correct labelling. Ensuring an adequate warehouse space is allocated and accurate paper work is completed. The stock control system is to be used in a timely and efficient manner to ensure all teams have clarity on stock availability.
- To effectively and accurately manage day to day pickings to shops, to web and to wholesale ensuring it operates while adhering to the strict legal guidelines. Ensure food rotation, box/pallet sizes, weight & access constraints and conduct spot checks to ensure accuracy in line with KPIs.
- To ensure all customer orders are dispatched to a high standard, with consideration for food safety and stock quality
- To oversee any relevant shipping/dispatch paperwork both to shops or individual customers
- To organise and manage annual stocktake ensuring data integrity at all times. Carry out regular checks to match physical stock level to the automated system. Be accountable for and ensure all relevant paperwork is processed accurately and in timely fashion for any stocks unsuitable for sale and alert the warehouse manager and/or head office for any recurring problems or ad-hoc serious concerns that could harm the company's reputation.
- Ensure space allocation and required packaging materials are maintained at adequate levels
- To produce, monitor and maintain weekly statistics KPIs for both individual team members and whole team.

Admin

- To process the daily ecommerce orders on Magento ready for the operatives to pick, pack and dispatch and produce the relevant shipping/customs paperwork for each package using the current shipping parties (DHL & Royal Mail Click and Drop) and to carry out the end of day procedures and ensure all sales are uploaded to our stock system (TRS)
- To deal with any incoming customer queries/amendments from the Customer Services team and process customer returned parcels and replacements, adding the orders to the relevant spreadsheets and arranging for replacements to be dispatched.



- To allocate booking slots for all deliveries incoming to the warehouse and updating the suppliers, book in deliveries onto our stock system (TRS) and communicating with the head office with any queries.
- Investigate and problem solve stock issues as they arise, convert stock for our hamper and wine box ranges and process all RTVs (Return To Vendor) and W/Offs (Write Offs) on our stock system (TRS)

Job Dimensions

The Royal Collection Distribution Centre supports the Retail operation which turned over £23m sales 2019/20. It processes approx. 2.5m units annually in and out of the distribution centre including, 15,000 ecommerce orders and 2,500 home delivery orders. The job holder has direct line management responsibility for up to 8 people

Decision Making Responsibilities

The post-holder is expected to resolve all problems, which occur on a day-to-day basis but may refer non-recurring problems to the Warehouse Manager.

Practical Requirements

The standard working hours are 37.5 per week over 5 days, Monday to Saturday, and regular weekend working is required. Owing to the nature of the job, the post-holder must have a flexible approach to working hours, some early morning (6am starts) and evening shifts will be required during peak periods.

The post-holder is principally based at Home Park in Windsor. The location is not close to public transport, so the post holder will have to be able to get here by their own means.

Person Specification

Essential:

- Previous experience of working in a Warehouse or stock management environment.
- Previous experience of managing or supervising a team in a busy, customer focused environment.
- Good knowledge of current Health & Safety regulations within a warehouse environment.
- A methodical approach to administration, with high standards of attention to detail and accuracy
- Able to adapt and be flexible in line with the fast paced and changing priorities of the warehouse environment, able and willing to make good decisions to ensure our business interest is always at the heart of the plan
- Good communication skills and a team player who takes into account of the wider department and bigger picture. Enthusiastic and experienced with the capability to lead from the front and engender a culture of continuous improvement.
- Have good numeracy and literacy, able to work accurately with figures and maintain excellent attention to detail throughout
- A genuine passion for delivering excellent customer service.

**Desirable:**

- To hold a clean Category CI Drivers Licence
- To hold a CPC and Driver Qualification Card
- To have experience of driving 7.5tonne lorries
- To be able to operate an articulated Forklift Truck
- To be able to operate pallet trucks