**FOOD HALL**

**JOB DESCRIPTION**

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| **TITLE:**  WAREHOUSING AND MERCHANDISING MANAGER | **GROUP:** |
| **DEPARTMENT:** | **DIVISION:** |
| **REPORTS TO:**  STORE MANAGER | **SUPERVISES:**  MERCHANDIZING SUPERVISOR |
| **INCUMBENT:**  VACANT | **LOCATION:**  HEAD OFFICE |

**PURPOSE**

Responsible for warehousing and merchandizing strategy, vendor relationships and execution of new product development for all departments within the store. Leads the warehousing and merchandising team to develop product assortments for each season and serve as the communication lead between Product Development and Marketing. Engages in product development and identification of new products and services linked to brand innovation and new product packaging.

## KEY FUNCTIONS

**Management:**

* This position is directly responsible for leading managers of the division and indirectly responsible for all employees within the division.
* Establishes with direct reports individual tasks and targets to be achieved within the designated time frames and/or cost/quality parameters.
* Prepares budget for and administers the functions of the division with approval budget.
* Appraises the extent of task achievement by and the performance and potential supervision of staff under immediate supervision.
* Prepares recommendations for job succession and career development programmes for timely and optimum staffing of the Department/Division.
* Administers other established human resource, financial, legal and corporate management policies and procedures and monitors compliance by staff with these policies and procedures.

**Operational/Technical/Professional:**

* Oversees merchandise planning to determine key items and buys based on historical performance and current business data. Develops and implements merchandising strategies.
* Oversees vendor communication, sampling, and sample approval. Manages relationships with vendors and builds a network to ensure the goals and objectives of the store are met.
* Ensures sampling and production are executed in accordance with accurate and concise direction.
* Partners with marketing team on trend analysis, inspiration and market research for new product development as well as competitive analysis.
* Drives Visual Merchandising Strategy in collaboration with Marketing Lead and Visual Merchandising Teams.
* Collaborates efforts with Marketing Manager to ensure packaging and merchandise efforts are cohesive and are on-par with brand initiatives.
* Ensures inventories are accurate and control inventory levels by ensuring physical counts are conducted and reconciled with automated system utilising help of the warehouse team.
* Ensures the relevance and accuracy of all documentation relating to goods in and goods out including labelling of all stock items.
* Receives and records new inventory as it is delivered; inspects and stores it according to policy.
* Conducts physical inventory, compares results to computerized inventory, and reconciles any differences.
* Replenishes stock and inventory as needed and ensures that all stock is stored in correct locations in the warehouse.
* Transfers inventory to trucks for delivery in a timely manner and according to schedule.
* Schedules materials being transferred to and from warehouse, coordinates transfer of inventory between departments.
* Continuously reviews ways to aid efficiency, add value and reduce costs as well as delivering continuous improvement initiatives.
* Creates and implements best practice warehousing principles, policies and processes ensuring all standards are met by staff and suppliers.
* Collaborates with other departments and stakeholders to develop strategic plans and procedures to increase the efficiency of warehouse practices.
* Monitors expenditures and ensures the department functions in accordance with approved budgets.
* Oversees the management of all vehicles, machinery and equipment used in the warehouse, schedules preventive maintenance, repairs and replacement of same.
* Cooperates in ensuring that the workplace is safe for everyone and takes reasonable care to ensure that nothing is done to endanger self or others or cause avoidable damage to the environment.
* Demonstrates adherence to the Company’s health, safety, security and environmental policies and procedures by exhibiting the required behaviours.
* Executes other related duties as assigned.

## KEY RELATIONSHIPS

## Internal: Leadership and Management Teams, Sub Committees of the Board, All Departments

**External:** Government authorities and regulatory bodies, suppliers/contractors, External Consultants

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### **PERSON SPECIFICATION**

**Education**:

* A Bachelor degree in Supply Chain Management or related degree from an accredited university

Experience

* A minimum of (5) five years of managerial experience in a warehousing and merchandising environment
* Demonstrable experience of running a warehouse, preferably in the Supermarket and Restaurant industry
* Relevant experience in inventory control in a Supermarket

**JOB COMPETENCIES:**

**Knowledge/Skills**

**Knowledge of**: Warehouse Management, Supply Chain Management, Procurement Policies and Procedures, Stock Management, Merchandizing Management, Inventory Control, Lean Techniques, Product Display, Visual Displays,

* Leadership
* Communication (oral & written)
* Problem Solving and Decision Making
* Business Acumen
* Service Excellence
* Planning and Organizing
* Relationship Management
* Proficient with Microsoft Office Suite or related software
* Technical and Professional Skills

**KEY ATTRIBUTES:**

* Attention to detail, requires being careful and thorough about details, recognising the impact of decisions.
* Results oriented, requires establishing and maintaining challenging achievement goals and exerting effort toward mastering tasks.
* Ability to use applicable information technology and systems to meet work needs.
* Ability to analyse and recommend improvements in merchandizing, collect and interpret information, apply criteria, and make recommendations.
* Proven management skills with the ability to optimise team performance and development
* Highly developed inter-personal and communication skills coupled with the ability to negotiate and influence at all levels within the business
* Ability to build, lead and motivate a skilled team able to meet objectives and agreed targets

**WORK ENVIRONMENT**

* This job operates in an office and in a professional warehouse environment. This role routinely uses standard office equipment and warehouse tools, machinery and equipment.

**PHYSICAL DEMANDS**

* The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
* While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear.
* The employee must occasionally lift or move office products and supplies, up to 50 pounds.

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| Version No.: | 1.0 | Approved by  (General Manager) |  | Date: |
| Developed by  (HR Consultant) |  | Approved by  (General Manager) |  | Date: |
| Reviewed by  (HR Personnel) |  | Approved by  (Manager, HR) |  | Date: |
| Effective Date: |  | Approved by  (General Manager) |  | Date: |
| Incumbent’s Name [Block letters]:  Date Issued: |  | Employee Signature |  | Date: |