

POSITION	Supply Chain and Logistics Manager
NUMBER	27,643
LOCATION	Based in Laverton VIC however some travel interstate and offshore will be required
STATUS	Permanent full-time
REPORTING	This position reports to the Director Operations
DATE (Release)	10 May 2015

Position Description

John Readings is a passionate supporter of Fair Trade and partners with ethical and Fair Trade partners wherever possible. The company operates more than 850 stores across Australia and New Zealand and is currently planning to expand into countries in South East Asia. As well as the stores, the company has a significant and growing online business that currently sells products to customers Australia wide and a wholesale operation selling products to other retail outlets and other large corporate customers around Australia. The online business is planned to expand to Asia and the Pacific in coming months.

The warehouse and logistics manager would provide warehouse and logistics support to all three of our sales channels – shops, online and wholesale within a high-tech operating environment. The role manages all strategic and operational aspects of the supply chain as well as the Laverton warehouse and providing advice and oversight to third party contractors. This role manages and provides advice on all logistics matters for the organisation.

The warehouse and logistics manager develops strong supply chain relationships, maintaining a focus on efficiency and customer responsiveness. The manager will maintain a high level of stock integrity throughout the warehouse, working with the stock controller.

This role also takes a leadership role in occupational health and safety and ensures safe working practices are maintained throughout all functions performed in the warehouse and throughout the supply chain.

This role is responsible for around 100 staff and more than 50 part-time and casual at peak periods (see attached organisational chart). The supply chain and logistics manager works with all units in the business and requires strong communication and negotiation skills with both internal and external stakeholders.

Key Responsibilities and Duties

- Liaise with the senior management team to oversee the set-up (including fit-out and staffing) of the new warehouse facility to a 'high-tech' capacity,
- Work with the senior management team to develop suppliers and transportation networks,
- Day to day operations of the logistics and supply chain management required to service the three channels to market i.e. retail outlets, online and corporate clients as well as the warehouse facility,
- Develop the supply chain and logistics strategy as well as all supporting policies and procedures,
- Implement electronic system (i.e. WMS/all of business systems) to ensure smooth and efficient data and information flow, both within the company and throughout the extended supply chain,
- Monitor and keep up to date with technology advances and apply appropriate technology in line with business drivers and strategy,
- Communicate with and represent John Readings with government officials, industry bodies and other relevant parties to ensure a high level of governance and compliance across state, territory and international boundaries,
- Manage performance contracts with suppliers,

- Maintain the inventory control and operator stock, including regular stock takes,
- Liaise with AQIS and customs upon arrival, ensuring compliance with necessary systems and border controls,
- Manage and oversee cycle counts and stock adjustments within the warehouse when required and ensure minimum stock levels are maintained at all times,
- Negotiate and monitor freight and freight forwarding agreements,
- Maintain an awareness of market opportunities and John Readings customer requirements so as to maximise the procurement value for the company,
- Investigate reasons for non-arrival of inventory and initiate corrective action,
- Provide assistance in a timely and efficient manner to all customers and ensure best practices are adopted at all times,
- Ensure positive engagement with internal and external stakeholders to foster good relations,
- Understanding of, and commitment to, John Readings' development philosophy, principles and objectives,
- Understanding of, and commitment to, equity; diversity; work, health and safety; and staff health and wellbeing principles,
- Commitment to sustainable business practices and review/implementation of reverse logistics processes to ensure minimum wastage.

Work, Health and Safety

- Maintain high levels of safety at all times and in all locations for all staff and visitors,
- Ensure all functions and processes comply with WHS legislation in the relevant state/territory as well as offshore locations,

- Appoint and manage WHS representatives and ensure they are adequately trained as well as receive the time allocation necessary to monitor, review and audit compliance with WHS,
- Ensure all necessary drugs and other tests are carried out before employment and in regular reviews.

Budget

- Work with the general manager and finance manager to prepare the annual logistics budget,
- Control and monitor costs in line with budgeted expenditure and identify ways to reduce costs and generate additional income,
- Prepare monthly variance commentary and analysis for the warehouse and logistics budget.

Human Resources

- Ensure all HR requirements are undertaken with department staff and, in line with relevant legislation and company policies,
- Manage WHS across all department staff and functional areas, as well as the interface with supply chain partners and other external bodies,
- Assist in the training of new staff when required,
- Promote the importance of staff development,

- Complete company training and recurrent training when required,
- Promote a spirit of continuous teamwork within the workplace,
- Lead regular team meetings as a means of obtaining information, identifying project problems, issues and continuous improvements,
- Delegate and supervise duties and tasks and ensure accurate and timely completion,
- Demonstrate leadership practices by promoting teamwork, encourage consultation, communication, role modelling and continuous improvement,
- Develop, implement and monitor change management strategies in consultation with the management team,
- Monitor each direct report's performance and outcomes against agreed goals and targets.

Skills and Personal Attributes

Mandatory:

- Must hold a Diploma in Logistics Management (or higher qualification),
- Must have minimum five years previous experience as logistics and/or facility manager,
- Experienced in high-technology warehouse and supply chain environments with an excellent knowledge of software suited to SCM and logistics best practice.

Skills

Skills of high order are required in the following areas:

- Logistics and warehouse management software,
- Computer literacy, particularly MS Office, Excel and email usage,

- Organisational skills,
- High level critical thinking and ability to innovate,
- Strong mathematical approach to problem solving and statistical analysis, scheduling, budgeting and accounting maths,
- Analytical skills and ability to make decisions,
- Interpersonal skills,
- Communication skills,
- Ability to identify potential problems and develop contingencies to ensure smooth and continuous flow,
- Knowledge of international trade law and current issues related to globalisation.

Personal Attributes

- Adaptable and flexible,
- Strong communication and influencing skills and an ability to communicate with a variety of internal and external stakeholders,
- Excellent negotiator and conflict manager,
- Inspirational leadership ability to get the best out of workers, peers and others,
- Willingness and ability to manage and meet customer needs,
- Ability to work flexible hours including some weekend work.

Signed for release by: Gill Townsend

Director of Operations

Insert date:

Signature: