



## Job Description

<b>NAME</b>	
<b>JOB TITLE</b>	Production & Warehouse Manager
<b>GRADE</b>	Salary Band D
<b>REPORTING TO</b>	Director of Manufacturing & Logistics
<b>BASED</b>	The Unit – Hawthorne Road, Eastbourne

### MAIN RESPONSIBILITIES OF POST:

Acting as the main interface between the warehouse and Memralife Group Head Office, with overall responsibility for the smooth running of operations. To manage the team at the warehouse including oversight of the manufacture, duplication, packing and despatch of CDs and DVDs, ensuring customer deadlines are met and expectations exceeded. Working closely with the Director of Manufacturing and Logistics in the overall management of warehouse operations, addressing problems and finding pro-active methods for improving systems.

### Key Responsibilities

- To work with the Director of Manufacturing & Logistics to ensure the smooth day to day running of warehouse operations, meeting customer deadlines and exceeding service and product expectations where possible.
- To be responsible for the staff team at the warehouse, co-ordinating the fulfilment of orders, manufacture, duplication and their preparation for despatch (STW production, Media room production, Convert My Video, pick, pack and despatch).
- To monitor and develop operational policies in line with the Christian ethos Statement of the organisation.
- To oversee the technical and logistical requirements for events, inventory, delivery, storage and maintenance of equipment.
- To be responsible for all external buildings used by Memralife group for storage, production and warehousing including their security, appearance and functionality. Currently Regency Mews, and Hawthorn Road.

- To oversee the setting-up and running of copy rooms for production and duplication of CDs and DVDs at external conferences and events, with responsibility for leading, directing and offering pastoral support to staff and volunteer team members.

### **General Responsibilities**

#### **Event Logistics**

- To arrange for stock to be transported to site and the co-ordination of stock control, of returns in liaison with the Head of Contracts, ensuring teams are available to unload vehicles at all times.
- To co-ordinate and organise all duplicating equipment to site ensuring all equipment and blank media is allocated correctly.
- To be responsible for all storage, maintenance, inventory and upkeep of equipment used for the purposes of PA, recording, duplication and general event purposes, including annual PAT testing all equipment taken out to events.
- To ensure the occasional supply of hire equipment for external customers.
- To be responsible for all technical storage and conditions of masters of recordings, in particular, the conference masters recordings.
- To organise the transfer of masters to new digital formats for sale and storage.
- In liaison with the Director of Manufacturing & Logistics to negotiate contracts for commercial vehicle hire and to ensure that as an organisation we are compliant with all vehicle/traffic regulations including Goods Operating Licences.
- To be responsible for training team members in the media room to be able to run “copy rooms” on site at events.
- To assist with the set-up of technical facilities at events.

#### **Production & Warehouse**

- Attendance of production team meetings with the Director of Manufacturing & Logistics and Head of Customer Service to discuss schedule of ongoing jobs, issues and deadline changes.
- Responsibility for monitoring supplies, building and maintaining relationships with key suppliers, monitoring and negotiating prices for raw supplies in liaison with the Director of Manufacturing & Logistics. General stock control and rotation, placing orders and assessing requests from staff only ordering as necessary.
- To be the main Health and Safety representative for the warehouse, seeking specialist advice as required and attending Health & Safety Committee meetings at Head Office.
- Being the main point of contact for liaison with customers collecting direct from the warehouse.
- To project manage all orders monitoring progress at each stage and overseeing whole process from receipt of order through to despatch.

- To oversee the negotiation of courier and Royal Mail contracts and the checking of invoices where relevant for these suppliers against despatch records.
- To be responsible for the quality control process at the warehouse for manufacture and despatch, ensuring high quality attainment and fostering a high quality culture amongst the team.
- To oversee the maintenance of all machinery and associated contracts, including general equipment maintenance.
- To be responsible for the authorisation of clearing invoices. Checking on systems against purchase orders and pricing structures.
- To organise post/courier deliveries between Head Office and the Unit.
- To liaise with Customer Services on any issues with the Convert My Video service and to act as the senior liaison point for customer enquiries and complaints.

### **Line Management Responsibilities**

- To manage, train and motivate direct reporting staff according to company procedures, policy and employment law.
- To understand and articulate to all staff the implications and impact of the organisation's Christian ethos as it relates to their work and the wider fulfilment of the organisation's vision, aims and purposes.
- To undertake responsibility for the spiritual welfare of staff, including the facilitation of guidance and discussion on Christian beliefs and the practical outworking of the Christian faith.
- To set an example to all staff by demonstrating Biblical servant leadership in action as it relates to the core values of Memralife Group.
- To monitor development of team members and identify and follow up on training needs. To carry out appraisals, training and development of staff in the Production & Warehouse Team, identifying skills and gifting, and to act as mentor as appropriate.
- To oversee the Warehouse Team in liaising and building relationships with a range of stakeholders, e.g. customers, suppliers and colleagues

### **Other Responsibilities**

- To uphold the reputation and Christian ethos of Memralife Group in all dealings with internal and external contacts, including suppliers, agencies, guests, team and members of the public alike.
- To have a flexible and proactive approach to new tasks that the organisation may undertake or as required in Head Office.
- To participate at events organised by the Memralife Group, being an ambassador for Christ and articulating the organisation's Christian ethos.
- To participate in any relevant training and development for the duties of the post.

- To contribute to a working environment of mutual Christian encouragement by upholding Christian standards in all working practices and relationships
- To represent the organisation at Christian events, Christian exhibitions and conferences, being an ambassador for Christ, promoting and maintaining the organisation's Christian ethos.
- To participate in staff meetings to ensure consistency of communication across the organisation in order to achieve the objectives of the Memralife Group.
- To participate in staff retreat days and prayer meetings to aid spiritual refreshment, development and envisioning.
- To comply with standard employee Health and Safety at work responsibilities and the Memralife Group Equal Opportunities and Confidentiality Policies as detailed in the Staff Handbook.
- To carry out any other duties as may be directed from time to time by your line management and the Memralife Group.

Signed ..... Date .....