

# RSH AUDIO

## Job Description

### Warehouse Manager

Reports To: Operations Manager

#### Overview:

Working within the company's Operations Team, this key role takes overall responsibility for the operation of the company's warehouse; covering equipment, procedures and management of the personnel. The role is hands-on and requires a high level of involvement in the delivery of the company's services, coupled with the management and leadership elements of the position.

#### Specific Roles and Responsibilities:

- Take overall responsibility for the punctual and complete preparation and dispatch of rental equipment orders by the warehouse / operations team.
- Ensure all equipment dispatched is prepared, tested, packaged and presented in accordance with the company's procedures and policies.
- Maintain standards of presentation and functionality of rental equipment, in accordance with the company's preparation procedures and as directed. This includes visually, electrically and operationally.
- Take overall responsibility for the checking-in of equipment returned from rental projects. Ensure all items are correctly returned and that any shortages and damages are swiftly notified to the appropriate project manager. Ensure that all equipment is swiftly and efficiently returned to a hireable condition and neatly stored.
- Maintain and update inventory control systems and update stock levels on all rental assets, stock items, spare parts, materials and consumable items and manage stock checks on all rental and sales items, as scheduled and as required.
- Ensure all supplies are competitively purchased and costs are controlled and minimised wherever possible.
- Manage the maintenance and repair of the full range of the company's rental stock, ensuring all damaged or faulty equipment is swiftly returned to operational condition.
- Ensure the handling and storage of equipment and orders is carried out in accordance with the company's procedures and policies.
- Supervise the loading and unloading of equipment from vehicles, and deal with customers and drivers visiting the company's premises to collect or return orders and equipment. The role involves an element of manual handling of bulky and heavy technical equipment.
- Ensure all sub-hired equipment is returned punctually and complete, to eliminate additional costs from sub hire suppliers.

- Provide line management and task allocation to warehouse staff.
- Monitor and control hours worked by warehouse team, in accordance with company employee handbook and relevant legislation.
- Assist warehouse team with the servicing, preparation, cleaning and packaging of the company's rental equipment, within the company's warehouse, as workload dictates.
- Coordinate the recruitment and selection of new warehouse employees within the operations team and engage freelance and casual crew to the warehouse team, as required.
- Coordinate, provide and identify training requirements and appraisals of warehouse staff and identify any areas of our operation where you believe training and additional skills may be required or benefit yourself or the business.
- Ensure that all operational procedures and practices are maintained, observed, operated and enforced at all times.
- Ensure all working areas are kept clean and efficiently organised by all members of the warehouse team.
- Provide and coordinate out of hours support and advice to the Project team and the company's clients, as outlined in the companies out of hours procedures.
- Take active involvement in the development and writing of the company's procedures, policies and practices.
- Take active and proactive involvement in the continual evolution of the warehouse layout and workflow of equipment through the operational spaces. Lead a process of continual improvement and efficiency review.
- As directed, provide support to the other teams within the company, to assist in other aspects of the business's activity as required.
- Keep all work related information confidential and acting in a professional manner at all times, in all work situations.
- Provide feedback within the immediate team and to Reporting Line Manager of any areas of improvement, development or growth of the business identified.
- Take responsibility for the implementation and adherence to the company Health and Safety Policy and all safe working practices with the operations team and environment. Ensure all control measures are implemented and maintained and all documentation is kept up to date and valid. Take overall responsibility for adherence to H&S legislation.
- Compile and monitor all Method Statements and Risk Assessments related to the safe operation of the Warehouse, transport and operations elements of the business.
- Ensure that the Company's policies, rules, procedures and obligations are observed in carrying out the above duties.

### **Representing the Company:**

- This role involves dealing with customers of the company. It is vital that you deal courteously with customers and the public at all times and represent the company and its reputation in an impeccable manner.
- An element of line management is required and you will need to represent and explain the company's position and stance on the control of its procedures, standards and policies.
- Maintain a good level of personal appearance, dress and cleanliness.
- A generally cheerful demeanour, engaging personality and sense of humour would be a huge advantage in making a success of this role.
- Keep abreast of any technical issues and new products that will enhance our rental inventory and services offer.

### **Skills & Qualities Required:**

- Good communications / interpersonal skills. Fluent speaker of the English language.
- Track record and clear ability to lead and manage a team.
- Flexible and adaptable. Able to respond to short-notice changes in working hours and schedules.
- Practical ability in the use of hand tools and test equipment.
- Electrical and electronics knowledge is an advantage.
- Full UK Driving Licence, to include categories B (cars and vehicles up to 3500kg).
- Aged 23+ for vehicle insurance purposes
- Clean driving licence preferred. Maximum of 3 penalty points on licence for minor offences only.
- Good working knowledge of professional live audio equipment.
- Good knowledge and experience of warehouse management.
- Good IT knowledge with a working knowledge of Microsoft Word / Outlook etc.
- Numerate. Basic maths skills and arithmetic required.
- Attention to detail and accuracy.
- Proactive, self-motivated individual capable of working on their own initiative in a constantly changing and pressurised environment and fast developing company.
- The ability to work as a member of a team and to provide and receive input from other team members is vital.

### **Location / Commitments / Benefits:**

- Full time, permanent - based at our Warehouse in Dartford, DA1 4AL.
- Hours will vary depending on business demands, but are based on a 40 hour working week.
- Out of hours support will be required from time to time.
- Salary based on experience, in the range of £35K – £45K.
- On site parking.
- Plenty of amenities in the local area.
- 33 days holiday, (bank holidays included; but leave will depend on project commitments).

The above list of duties and responsibilities is not intended to be exhaustive. Employees are expected to adopt additional tasks when required. These tasks will be in keeping with the general profile of the role.

### **Applications To:**

If you think you're the right fit to help shape and grow our business alongside our team, applications and expressions of interest should be sent to:

Ben Harrison-Baker, Operations Manager – [ben@rshaudio.co.uk](mailto:ben@rshaudio.co.uk) – In the strictest of confidence.