

Job Title	Head of Warehouse & Logistics
Department	Operations/Warehouse
Reports To	Head of Operations
Who you'll manage	Warehouse Team
About Castle Industrial	Castle Industrial Supplies Ltd is a well-established supplier of industrial packaging products and machinery, based in Carnforth. With a strong reputation for quality, service, and innovation, we are on an ambitious journey to grow our business from £20 million to £30 million turnover. As part of this exciting phase, we are looking for a manager to lead and develop the warehouse team, drive continuous improvement, and play a key role in supporting the company's growth ambitions.
Position Statement	The Head of Warehouse & Logistics will lead Castle Industrial's warehouse, logistics, inventory and distribution operations, ensuring the business has the capacity, systems, people and standards needed to support current performance and future growth. The role is accountable for delivering excellent customer service, improving operational efficiency, maintaining safe and compliant working environments, and ensuring warehouse and logistics activity supports profitable sales growth.
Key Responsibilities	1. Lead the day-to-day operation of the Carnforth warehouse and any off-site 3PL facilities, ensuring effective service, cost, quality and safety performance. 2. Manage warehouse resources, processes and systems to support current demand, projected growth and changing business priorities. 3. Oversee the administration, daily upkeep and continuous improvement of the WMS, ensuring effective integration with the ERP system. 4. Develop and implement warehouse and logistics plans that enable the team to achieve agreed business targets and KPIs. 5. Ensure accurate inventory levels, effective storage and stock control, while reducing the risk of obsolete or slow-moving inventory. 6. Lead, manage and motivate warehouse teams by setting clear objectives, coaching team members, managing performance and ensuring people issues are handled promptly and professionally. 7. Build a visible leadership presence in the warehouse, promoting accountability, engagement, communication and continuous improvement. 8. Review warehouse, logistics, haulage, MHE and distribution partner arrangements to improve service, value and operational resilience. 9. Support WMS and wider system upgrades, enhancements and process improvements. 10. Ensure all standard operating procedures are current, embedded and consistently followed. 11. Maintain full compliance with health and safety, housekeeping, equipment, facilities, staff and audit requirements. 12. Manage warehouse costs in line with the agreed financial budget, identifying opportunities to reduce waste, improving productivity and increase efficiency. 13. Ensure the company's legal and regulatory requirements are met across warehouse and logistics operations. 14. Support in-house transport and route planning activities where required. 15. Carry out any other reasonable duties aligned with the seniority and purpose of the role. 16. Ensure effective housekeeping plans and procedures are in place to maintain a clean, tidy, and well-organised warehouse, with regular sweeping carried out to prevent the build-up of dust and debris.

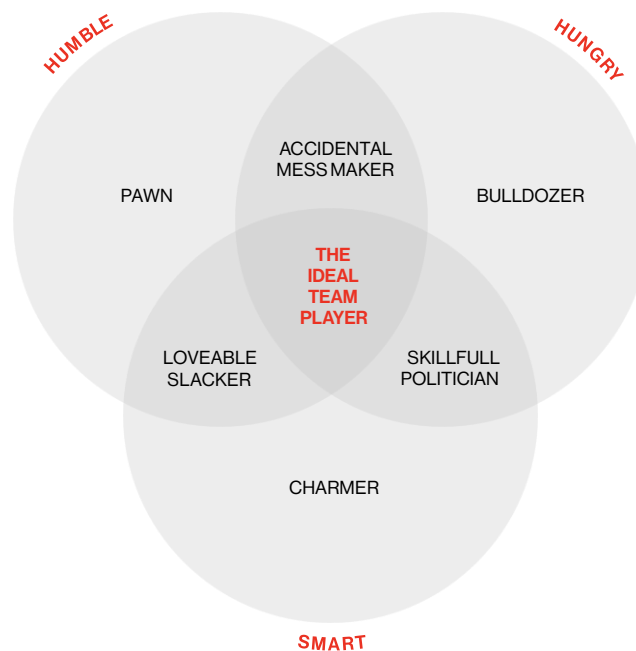
Experience & Background	Essential 1. Proven experience managing warehouse and distribution operations, ideally within an FMCG, manufacturing or industrial supply environment. 2. Strong working knowledge of WMS methods, warehouse processes and operational improvement. 3. Track record of improving warehouse performance through people, systems, process and physical layout changes. 4. Confident communicator with the ability to engage teams, internal stakeholders, external partners and customers. 5. Strong leadership capability, including performance management, coaching, objective setting and team development. 6. Commercially aware, with experience managing costs, service levels, supplier performance and operational risk. 7. Able to analyse data, solve problems, make sound decisions and implement practical business solutions. 8. Strong planning, project management, negotiation and IT skills. 9. Customer-focused, resilient and able to respond effectively to changing business demands. 10. Experience managing teams (10+ staff) and departmental budgets or spend responsibilities. 11. Proficient with ERP systems and Microsoft Office tools. 12. Committed to Castle Industrial values, policies, procedures and business objectives. Desirable 1. Degree-level education or equivalent experience. 2. Experience using Microsoft Business Central preferred but not essential 3. Advanced Microsoft Office skills, particularly Excel. 4. Experience with in-house transport and route planning.
The Person We're Looking For	We are looking for someone who brings energy, enthusiasm and a positive, can-do attitude to the role. You will be a visible and hands-on leader who is comfortable spending time in the warehouse, getting involved with the team and leading from the front. You will take ownership of problems, look for practical solutions and be willing to get stuck in when required. You will also be commercially minded and understand that good warehouse management is not simply about having more people, equipment or space. You will look for ways to improve productivity, organisation and processes using the resources available, while recognising when additional investment is genuinely justified and will benefit the business. You will be comfortable using data and performance information to understand what is happening, make informed decisions and identify opportunities for improvement. You will communicate effectively with colleagues and stakeholders across the business, working collaboratively and professionally and acting with integrity in all that you do. We want someone who: 1. Is energetic, enthusiastic and positive. 2. Has a strong work ethic and leads by example. 3. Is hands-on and enjoys being involved in the operation. 4. Has a genuine "can-do" attitude and looks for solutions rather than reasons why something cannot be done. 5. Takes ownership and doesn't wait to be told what needs doing. 6. Is resourceful and makes the best use of the people, equipment and facilities already available.

	7. Is commercially astute and results-driven, with a strong understanding of controlling costs, improving productivity and delivering results. 8. Makes decisions in the best interests of Castle Industrial as a whole, rather than simply what is easiest for their own department. 9. Is constantly looking for ways to improve standards, efficiency and performance. 10. Is comfortable challenging existing ways of working when there is a better solution. 11. Is prepared to have difficult conversations and hold people accountable when standards are not met. 12. Creates a positive atmosphere, coaches, develops and motivates their team, and brings people with them. 13. Is humble enough to listen, learn and accept feedback. 14. Is hungry enough to want to improve the department and the business. 15. Is smart enough to understand people, situations and the wider impact of their decisions, using data and information to make sound decisions and adapting their approach when circumstances change.
Humble, Hungry, Smart Characteristics	Hungry, humble, smart – see page 4 for a detailed overview. - <u>Humble</u>: Focus on others, share credit, and define success collectively. - <u>Hungry</u>: Self-motivated, results-oriented, and always looking for improvement opportunities. - <u>Smart</u>: Emotionally intelligent, aware of team dynamics, and skilled in collaboration.
Compliance Expectations	1. Show care for company assets. 2. Respectful of all staff at all times. 3. Punctual, reliable, loyal and honest. 4. Respect the company's values and uphold the company's mission statement. 5. Demonstrate professionalism and reliability in all interactions and tasks. 6. Act as a brand ambassador, embodying the company's mission and values in all external communications. 7. Promote teamwork and collaboration, creating a positive work environment that fosters trust and mutual respect. 8. Abide by the Castle Code of Conduct set out in Section 2 of the company Handbook.
Other Details	Hours: Monday - Friday Hours to be confirmed Location: Carnforth, <u>Office Based</u>

This Position Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at the discretion of the management. As a general term of employment, the Company may make any necessary changes in job content, or may require the post holder to undertake other duties, at any location in the Company, provided that such changes are appropriate to the employee's remuneration and status.

Here, at Castle Industrial, we look to hire employees based on three characteristics: Humble, Hungry, Smart. Author and business management expert, Patrick Lencioni, says it comes down to these three characteristics. We don't expect 100% in each of the three categories, but we are looking for a candidate to demonstrate these characteristics and impart these values in their department.

Humble This is the most important. Humble people put any arrogance to one side and focus on others. They can acknowledge their own weaknesses, share credit and "define success collectively rather than individually."	Hungry This is about having a strong work ethic and getting results. Hungry team players are willing to take on what is necessary for the good of the team and business. They are generally self-motivating - always thinking about the next step and the next opportunity.	Smart This isn't just about intellect. It's about emotional intelligence. Smart team players are aware of others on the team and are good at active listening. They have good judgment and intuition around group dynamics.
---	---	---



The accidental mess-maker Hungry and Humble (but not smart) Means well but ends up creating a bigger mess for others on the team to clean up or rubs people the wrong way due to their lack of empathy/ social skills.	The skilful politician Hungry and Smart (but not humble) Everyone's friend and always knows the right thing to say, very ambitious, but doesn't think of the team, only themselves and getting ahead.	The loveable slacker Smart and humble (but not hungry) Cares about their colleagues and technically competent, but only does exactly what is asked – nothing more. Is rarely proactive in seeking new areas of work or opportunity
---	--	---