



TRANSPORT AND WAREHOUSE OPERATIONS SUPERVISOR

COURSE DURATION | 12 MONTHS MINIMUM **L3**

APPRENTICESHIP STANDARD

Manage the day to day operations involved in supply chain.

Course Overview

The broad purpose of the occupation is to **manage the day to day operations** involved in supply chain, ensuring activity, personnel and/or vehicles meet customer expectations along with **regulatory and legal requirements**. The standard allows you to specialise in one of two areas; the transport supervisor ensures the safe and compliant **utilisation of all drivers and equipment** whilst the warehouse supervisor ensures the **provision of a professional incoming goods, storage and dispatch service** to customers.

- **Duty 1** Deliver good customer service to internal and external customers as per agreed contracts and organisation's process
- **Duty 2** Monitor and record staff performance and behaviour including recruitment, allocation and right to work entitlement
- **Duty 3** Ensure that the transport operation centre or warehouse is working efficiently, using IT systems and promote productivity.
- **Duty 4** Brief and debrief team members on a daily basis to provide information, advice and guidance.
- **Duty 5** Plan the training needs of transport/ warehouse operatives to ensure regulatory compliance.
- **Duty 6** Follow internal and external audit procedures for transport and warehouse operations.
- **Duty 7** Monitor and report on the day to day operational performance of the supply chain
- **Duty 8** Organise and plan the use of resources.
- **Duty 9** Ensure correct personal protective equipment is issued and maintained for the team.
- **Duty 10** Identify opportunities to improve organisations processes and practices
- **Duty 21** Supervise receipt of goods, ensuring the correct goods are received, handled safely, ensuring any risks are identified
- **Duty 22** Supervise stowing of goods into storage in order to optimise space, improve distribution and preserve condition in line with health and safety and reduce risks.
- **Duty 23** Supervise reverse logistics operations in line with environmental and company policy.
- **Duty 24** Supervise the replenishment, picking, packing and decanting of goods.
- **Duty 25** Oversee the dispatching of goods; identifying any problems with goods or special instructions..
- **Duty 26** Carry out stock control and stock checks to ensure that appropriate stock levels are maintained.
- **Duty 27** Ensure the workplace is clean and tidy, meet the required hygiene and fire safety standards
- **Duty 28** Monitor and record checks of racking and mechanical handling equipment, .



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COURSE CONTENT

Knowledge

- Recruitment and selection process and practice
- Factors that affect workplace efficiency and how these can be managed
- Organisational and individual KPIs and strategies for meeting these.
- People management policies complaint with ACAS
- Organisational procedures for delivering customer service, managing customer accounts
- The application of Health and Safety regulations in transport and warehousing operations.
- Road traffic incident procedures and offences both UK and International
- Environmental impact of transport and warehousing operations
- IT systems and tools used to manage transport and warehouse operations
- Stock management processes and procedures
- Stowing procedures to nominated warehouse locations
- Picking schedules and dispatch times
- Insurance requirements for fleet operators including level of cover, causes of invalidation

Skills

- Identify skill and knowledge gaps in own performance and team performance
- Plan training to meet the requirements of the business and the team members
- Lead team and departmental communications and meetings
- Ensure vehicle, driver and load documentation is available for the journey
- Ensure the vehicle is safe and legally loaded and vehicle is marked and labelled compliantly
- use IT equipment and systems for the role such as telematics
- plan and review warehouse compliance and efficiencies
- lead and review the process for returned, damaged goods, customer bespoke and direct orders
- Supervise loading to ensure correct procedures are used
- communicate with internal and external customers
- identify and propose innovative business improvements
- Carry out risk assessments appropriate to work environment
- Lead team and departmental communications and meetings
- Carry out disciplinary and manage grievances as per organisational guidelines

Behaviours

- Demonstrate the organisations values to promote and enhance brand reputation.
- demonstrate ownership and responsibility for their own safety and that of others
- Take ownership for your own performance and training committing to self-improvement.
- positive attitude and approach to their work even when priorities and working patterns change
- use own initiative when needed to ensure that employer needs and expectations are met
- approachable and open to change
- Treat equipment and technology responsibly and with respect