Job Description for:

Date	March 2026
Position	Warehouse Manager
Reports to	Dayshift Operations Manager

Company Vision
"Partner of choice for Auckland's foodservice"

Mission
Delivering Inspiration, innovation, creating culinary magic

Company Values

- Ownership –responsibility and accountability, we own it.
- Quality – in everything we do, be the best.
- Care – about our people and customers
- People - people and team work drive our success
- Passionate – in all we do

Role Overview

The Warehouse Manager is responsible for the leadership, performance, and daily operation of the warehouse, ensuring the accurate, efficient, and safe management of inwards goods, storage, picking, packing, dispatch, and stock integrity across day shifts.

This role provides operational leadership, coaching, and direction to Warehouse 2IC & Supervisors and the wider warehouse team, while maintaining the highest standards of Health & Safety, Food Safety, and service reliability.

A key responsibility is to ensure full compliance and effective use of the Warehouse Management System (WMS), acting as a senior system user who drives accuracy, accountability, and staff competence.

The Warehouse Manager works closely with Operations, Stock Control, Purchasing, Dispatch, and Customer Service to ensure an integrated, high-performing warehouse function.

Functional Relationships

- Dayshift Operations Manager
- Nightshift Operations Manager
- Warehouse 2IC & Supervisors
- Storepersons (Day & Night)
- Dispatch Team

- Purchasing & Stock Control
- Customer Service
- Account Managers

Key Responsibilities

1. Leadership & People Management

- Provide daily leadership, development, and support to Warehouse Supervisors and Storepersons.
- Model strong communication, accountability, and Bidfood values.
- Set clear performance expectations, coach staff, and support continuous improvement.
- Support recruitment, onboarding, and skill development of warehouse team members.
- Act as senior leader on the warehouse floor, providing guidance and resolving issues proactively.
- Foster a culture of safety, accuracy, teamwork, and respect.

2. Warehouse Operations Management

- Lead all warehouse activities across receiving, storage, replenishment, picking, packing, and loading.
- Oversee inbound and outbound processes, including container devanning and inter-branch dispatches.
- Ensure efficient workflow between day and night shifts, including communication handovers.
- Maintain clean, organised, and safe warehouse environments at all times.
- Oversee equipment care, cleaning, and maintenance (e.g., forkhoists, racking).

3. Warehouse Management System (WMS) – Leadership & Compliance

The Warehouse Manager is responsible for ensuring accurate, compliant, and consistent use of the WMS across all staff and processes.

Responsibilities include:

- Acting as a senior WMS user and subject-matter lead for the warehouse.
- Ensuring all staff follow WMS processes for receiving, put-away, bin management, picking, and dispatch.
- Monitoring WMS compliance and addressing incorrect system use or data errors.
- Coaching, training, and developing staff to confidently use the WMS.
- Overseeing location accuracy, stock adjustments, replenishment accuracy, and order integrity.
- Working with the Operations/IT team on troubleshooting, updates, and system improvements.

4. Stock Control & Inventory Integrity

- Oversee stock accuracy through rolling stock takes, recounts, and discrepancy investigations.
- Work closely with Stock Control to manage variances, missing stock, and dumped/expired items.
- Ensure FIFO stock rotation is applied consistently across Dry, Chilled, and Frozen areas.
- Monitor expired or near-expiry stock reporting and corrective actions.
- Support high standards of product labelling, documentation, and storage integrity.

5. Process Improvement & Operational Excellence

- Identify opportunities to improve warehouse flow, efficiency, and accuracy.
- Lead or support warehouse projects as assigned by Operations leadership.
- Update and improve SOPs, stock handling procedures, and reporting practices.
- Implement changes effectively and ensure staff understanding and compliance.

6. Health & Safety

- Ensure compliance with the Health and Safety at Work Act 2015 and Bidfood policies.
- Lead a proactive safety culture across the warehouse.
- Ensure PPE is worn correctly and consistently.
- Investigate and report accidents, hazards, or incidents promptly.
- Ensure safe operation of warehouse equipment and safe storage of goods.

7. Food Safety

- Ensure warehouse operations meet all Food Safety and HACCP/FCP requirements.
- Support temperature checks, storage protocols, segregation of goods, and documentation.
- Ensure non-conforming product is handled correctly and promptly.

Key Performance Indicators (KPIs)

- **Stock Accuracy:** System vs. physical stock accuracy targets met or exceeded.
- **Variance Management:** Stock discrepancies investigated and corrected same day.
- **WMS Compliance:**
  - 98% location accuracy
  - 95% picking accuracy
  - Full staff compliance with WMS workflows
- **Stock Integrity:** Low levels of missing, dumped, expired, or damaged stock.
- **Operational Efficiency:** Orders dispatched on time; minimal nightshift dropdowns (<10 pallets per night).
- All holding locations cleared at the end of each day'
- **Food Safety & H&S:**
  - Audit results meet required grade
  - All incidents lodged and closed within required timeframes
- **Leadership & Culture:**
  - Positive team feedback
  - Low staff turnover
  - Strong communication between shifts

Person Specification

Skills & Experience

- Extensive experience in a warehouse, logistics, or foodservice environment.
- Strong inventory management and stock integrity experience.
- Proven leadership experience managing teams in a high-volume warehouse.

- Sound understanding of Food Safety (FCP/HACCP) and H&S requirements.
- Demonstrated proficiency in warehouse systems (WMS experience essential).
- Excellent communication, coaching, and organisational skills.

Attributes

- Professional, composed, and solutions-focused.
- High attention to detail and commitment to accuracy.
- Strong work ethic and personal accountability.
- A team-oriented leader who models Bidfood's values.

I accept this position and its accountabilities and I agree to use the systems, to meet the standards and to produce the stated outcome.

Signature: _____

Date signed: _____