



# Job Profile

## Warehouse Manager

### Job Details

|                    |                                                                                                 |
|--------------------|-------------------------------------------------------------------------------------------------|
| Job Title          | Warehouse Manager<br>(Raw Material & Returns)   (Finished Goods & Packaging)   (Finished Goods) |
| Historic Job Title | Warehouse Manager                                                                               |
| Date Reviewed      | 2025-06-30                                                                                      |
| Location           | Graaff-Reinet                                                                                   |

### Position in Organisation

|                          |                                                                                                 |
|--------------------------|-------------------------------------------------------------------------------------------------|
| Structural Unit          | Supply Chain (Warehousing & Logistics)                                                          |
| Position Being Evaluated | Warehouse Manager<br>(Raw Material & Returns)   (Finished Goods & Packaging)   (Finished Goods) |
| Direct Line Manager      | National Warehouse Manager                                                                      |
| 2nd Line Manager         | Supply Chain Executive                                                                          |
| Direct Subordinates      | Refer to the official Company Organogram                                                        |

### Position Description

#### Overall Purpose of the Job

The Warehouse Manager is responsible for efficiently overseeing the receipt, storage, and dispatch of various consumer goods. This role ensures that Warehouse operations run smoothly, safely, and effectively to meet customer demands, internal company requirements, and performance targets. The Manager plays a crucial role in inventory control, staff supervision, process optimisation, and maintaining compliance with safety and quality standards.

#### Qualifications *(Formal Qualification Required)*

##### Minimum

- Grade 12 (NQF Level 4)

##### Ideal

- Diploma or degree in Supply Chain Management (NQF Level 6)
- Certificate in Food Safety Management or Occupational Health and Safety (NQF Level 5)

#### Legal *(e.g. Driver's License, etc.)*

##### Minimum

- None



## Legal (e.g. Driver's License, etc.)

Ideal

- None

## Experience (Minimum Experience Required and number of years)

| Minimum                                                                                                                                               | Minimum time spent in job |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| <ul style="list-style-type: none"> <li>• Warehouse Management and Distribution experience, preferably in an FMCG or Production environment</li> </ul> | 5 years                   |
| <ul style="list-style-type: none"> <li>• Experience in supervising or managing a team</li> </ul>                                                      | 3 years                   |

## KPA / Main Outputs and Responsibilities for this Position

The statements below are intended to describe the general nature and level of work being performed by the incumbent. They are not intended to be an exhaustive list of all the responsibilities and activities required of the position.

| KPA / Main Outputs and Responsibilities for this Position | Prepared Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Weighting / Time Spent |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| Receiving                                                 | <ul style="list-style-type: none"> <li>• Plan <i>Receiving Slots</i> and <i>Warehouse Space Allocation</i>, and communicate space availability to all relevant stakeholders</li> <li>• Monitor adherence to the relevant <i>Control Measures</i> to ensure accurate <i>Receiving Procedures</i> in accordance with the <i>Loading List</i></li> <li>• Review <i>Daily Reports</i> on the receiving of finished products and conduct <i>Reasonability Tests</i> on the receiving of finished products, and if required, investigate and resolve anomalies such as <i>Batch Numbers</i> and <i>Quantities</i> received</li> <li>• Check that the <i>Virtual Stock Location</i> on the <i>ERP system</i> is cleared after each shift</li> <li>• Address and escalate any <i>Quality Issues</i> regarding stock received from suppliers with the Procurement Manager</li> <li>• Ensure that <i>Stock Received</i> balances with <i>Delivery Notes</i> received from suppliers</li> <li>• Escalate any <i>Discrepancies</i> with the relevant department and customer</li> </ul> | 20%                    |
| Storage                                                   | <ul style="list-style-type: none"> <li>• Ensure that goods (including exports) are stored in accordance with the space allocated and address any deviations to ensure optimal storage utilisation</li> <li>• Monitor that the stock rotation <i>First-In-First-Out (FIFO)</i> is applied during the storage and distribution of stock</li> <li>• Run <i>Stock Ageing Reports</i> and address concerns with the Production Unit Manager. Collaborate with the relevant parties, such as the Production Unit Manager, to put plans in place to resolve problems identified</li> <li>• Reinforce disciplines to reduce damages and to safely store final products in a clean working environment that is pest-free. Reinforce adherence to <i>Food Safety, Health and Hygiene Standards</i></li> <li>• Monitor adherence to <i>Safe Working Procedures, Personal Hygiene Standards, and Personal Protective Equipment (PPE) Requirements</i></li> </ul>                                                                                                                        | 20%                    |
| Distribution                                              | <ul style="list-style-type: none"> <li>• Plan daily <i>Distribution Loads</i> in consultation with the Demand Planner to ensure efficient <i>Distribution Processes and Practices</i></li> <li>• Put controls in place to manage the efficient and accurate distribution of products, such as the checking of <i>Batch Numbers</i>, <u><i>Quantities</i></u>, and the implementation of <i>FIFO Disciplines</i></li> <li>• Investigate the short and overloading of trucks. Provide feedback to all relevant parties, such as clients</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 20%                    |



## KPA / Main Outputs and Responsibilities for this Position

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|                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |     |
|----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
|                                                          | <ul style="list-style-type: none"> <li>Report daily on the <i>"in full, on time distribution"</i> of finished products and address any concerns. Monitor that trucks are in the correct status on the <i>ERP system</i> for the Depots to receive stock</li> <li>Monitor that Export Loads adhere to <i>Country-Specific Requirements</i> and that Export Containers are loaded within the allocated time</li> <li>Monitor that the trucks are loaded within the specified time and address non-adherence to timeframes</li> </ul>                                                                                                                                                                                                                                                     |     |
| Stock Management                                         | <ul style="list-style-type: none"> <li>Adhere to weekly/daily <i>Cycle Count Routines</i> and perform monthly <i>Stock Counts</i> with team members</li> <li>Investigate and report on <i>Stock Discrepancies</i></li> <li>Implement controls to minimise <i>Stock Variances</i></li> <li>Analysing and reporting on all <i>KPI, Warehouse, Performance and Operation Metrics</i></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                           | 20% |
| People Management                                        | <ul style="list-style-type: none"> <li>Manage the performance of direct reports and monitor adherence to expected standards, such as transactions accurately actioned on the <i>ERP system</i> to ensure visibility of stock. Offer guidance and support, and if required, take appropriate Disciplinary Action</li> <li>Coach and train team members to perform optimally in their roles, such as imparting product knowledge for accurate receiving, storage and distribution</li> <li>Provide direct reports with opportunities for growth and development through on-the-job training and feedback</li> <li>Participate in the selection and appointment of new team members</li> <li>Conduct regular meetings and promote open and ongoing communication with the team</li> </ul> | 15% |
| Hygiene, Housekeeping and Occupational Health and Safety | <ul style="list-style-type: none"> <li>Adherence to <i>Occupational Health and Safety (OHS)</i> as well as <i>Food Safety Standards (FSSC 22000)</i></li> <li>Identify <i>Health and Safety Hazards</i> and implement corrective and preventative measures</li> <li>Adhere to <i>Personal Hygiene Standards</i></li> <li>Always keep the working area clean and tidy</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                        | 5%  |

## Competencies (*Skills and Behaviour Attributes*)

Please note: The norm in the industry is to not have more than 7 Skills and Behavioural Attributes per job profile.

### Skills

- Strong understanding of *Warehouse Management Systems (WMS)* and *Inventory Software*
- Strong organisational, problem-solving, and decision-making skills.
- Proficient in *MS Office* and *Data Analysis*, and Performance/Operation Metrics
- Excellent leadership and team management skills

### Behavioural Attributes

- Attention to detail
- Sense of urgency
- Accuracy
- Team player



### Behavioural Attributes

- Working under pressure

### Knowledge

- Product knowledge
- Knowledge of *Receiving, Storage and Distribution Procedures and Standards*
- Knowledge of *Food Safety Standards*
- Understanding of *Stock Management*

### Special Requirements

- The Employee can be required to perform additional tasks over and above the primary tasks for which he/she is employed.
- Duties will be based on your specific skills and capability level and in accordance with operational requirements.
- Operational requirements may require you to carry out work that is to be done without delay and outside of your normal working hours.

## Participants

### Input Participants

| Participant Name                 | Participant Designation      |
|----------------------------------|------------------------------|
| William Begrie & Donovan Coetzer | Warehouse Manager            |
| Kayleigh Kukuk                   | Demand and Logistics Planner |
| Johann Kotze                     | Supply Chain Executive       |
| Karen Smith                      | National Warehouse Manager   |

### Completed By

| Name           | Title                   |
|----------------|-------------------------|
| Henry Galloway | Human Resources Manager |