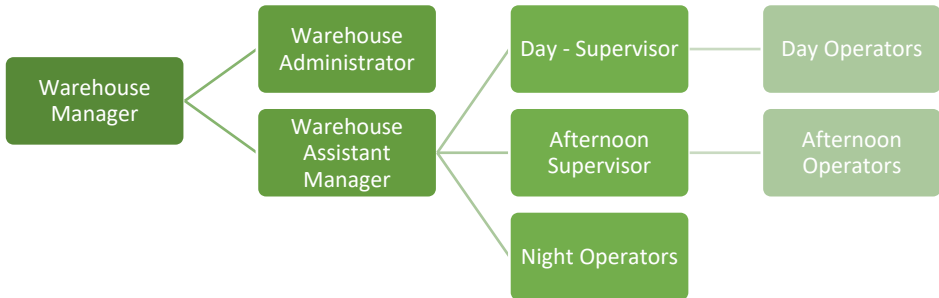


Position Description:

Title and reporting relationships	
Position title	Warehouse Assistant Manager
Business Unit	Ice Cream Warehouse / Stores
Reports to	Warehouse Manager
Task Directed Direct Reports	 <pre> graph LR WM[Warehouse Manager] --> WA[Warehouse Administrator] WM --> WAM[Warehouse Assistant Manager] WAM --> DS[Day - Supervisor] WAM --> AS[Afternoon Supervisor] WAM --> NO[Night Operators] DS --> DO[Day Operators] AS --> AO[Afternoon Operators] </pre>
Scope:	Support and coordinate warehouse activities for finished goods, transferred or purchased products, production supply, stock movements, dispatch, stock damage, housekeeping, health and safety, operational administration, ERP/inventory system accuracy, logistics coordination, warehouse reporting and compliance-related documentation.

Reporting Relationships	
Reports to	Warehouse Manager
Provides day-to-day direction to	Warehouse Shift Supervisors and Warehouse team members/operators as delegated by the Warehouse Manager.
Formal people management	Formal people management, performance management, disciplinary matters and employment-related decisions remain with the Warehouse Manager.
Key working relationships	Warehouse Manager, Warehouse Shift Supervisors, Warehouse Administrator, warehouse operators, production, planning, logistics, quality, technical, health and safety, customer service, transport providers, contractors and visitors.
Escalation requirements	Escalates operational, staffing, performance, safety, quality, freezer, system, transport, stock damage, customer delivery or compliance risks to the Warehouse Manager promptly.

Main Purpose of Position
To support the Warehouse Manager in coordinating the day-to-day Ice Cream warehouse operation so finished goods, transferred and purchased products are received, stored, moved, supplied to production and dispatched safely, accurately and on time. The role supports production continuity, stock accuracy, rack location counting, pallet space occupancy, label accuracy, cold chain and product integrity, store damages and write-offs, health and safety, housekeeping, warehouse documentation, system accuracy and compliance requirements. The position provides day-to-day operational direction to the warehouse team, supports team performance and escalation, and provides cover for the Warehouse Manager when required.

Key Responsibilities

Position Description:

Inwards Goods / Receipting Goods
Support and coordinate receipt of finished goods production into store, including unloading, receipting, scanning, stacking away and checking product integrity, product details and label details before receipt.
Transferred or Purchased Products
Support supplier documentation checks, unloading, labelling, receipting and stock put-away, including MPI import requirements, vehicle and container checks, barcode and pallet ID labelling, scanning accuracy, documentation retention and escalation of issues to the Warehouse Manager where required.
Production Supply
Coordinate loading of trucks delivering materials and ingredients to production by ensuring all required items are picked, marshalled, verified, loaded safely and scanned accurately so production has what it needs, when it needs it, and can continue running without avoidable interruption.
Warehouse Movements
Coordinate in-store product movements, stock rotation and inventory accuracy by ensuring forklift relocation activities are completed safely, all movements are scanned accurately, stock locations are monitored, rack locations are counted at least twice per year, pallet space occupancy is tracked, and discrepancies are investigated or escalated.
Outwards Goods / Off-loading
Coordinate picking, marshalling, preparation and dispatch of product for export and domestic delivery, including transport checks, customer requirements, labelling, product splits, scanning, product integrity, safe loading, operator seals and load out documentation.
Stock Damage
Support safe handling practices, minimise product damage, complete required product splits, manage store damages and write-offs accurately, separate and record damaged product, and escalate damage trends or corrective action requirements to the Warehouse Manager.
Warehouse Environment and Culture
Support high housekeeping, equipment readiness and facility standards by ensuring pest control checks, housekeeping tasks, forklift checks, scanner and warehouse equipment availability, racking and dock condition checks, equipment cleanliness and organised warehouse practices are completed as required, with faults reported and unsafe equipment removed from use or escalated.
Health and Safety
Support and monitor compliance with H&S obligations, including PPE, hygiene standards, incident and near miss reporting, driver, contractor and visitor control, hazard awareness, hazard hunts undertaken, traffic management, loading and unloading safety, product stability controls and fall risk management.
Administration / Other
Support warehouse administration tasks, including ERP and inventory system accuracy, data entry controls, container packing and unpacking documentation, cycle counts, rack location counting, pallet space occupancy reporting, stock takes, KPI and management reporting, procedure review, pallet repairs and support to other stores or departments where operationally required.

Personal Attributes		
Strong work ethic and positive attitude; high level of responsibility and accountability; ability to give and follow instructions, procedures and expectations accurately; willingness to learn, coach others and support continuous improvement; pride in accurate and error free work; flexibility to support night shifts, weekends, overtime or peak operational requirements; and a calm, organised and practical approach to resolving and escalating warehouse issues.		
Competency Area	Expected Behaviour / Competency	Key Performance Indicators / Measures
Team Direction	Directs daily tasks, coaches team members, supports safe work	Task allocation, labour coverage, procedure compliance, coaching,

Position Description:

	practices and escalates performance, conduct or capability concerns.	competency follow-up and escalation are completed promptly and factually.
Planning and Coordination	Communicates priorities, coordinates workflow and supports production supply, logistics, container and cross-functional planning.	Production supply, receipting, transfers, dispatch, documentation, labelling, scanning, load-out and customer orders are accurate, on time and risks are escalated.
Relationship Management	Maintains effective relationships with internal teams, customers, suppliers and service providers; resolves or escalates issues within authority.	Issues are handled professionally and communication supports production continuity, dispatch performance and service delivery.
Compliance and Improvement	Supports compliant processes, documentation and approved improvements across H&S, GMP, quality, MPI/RMP, traceability, export, customer and audit requirements.	Compliance procedures, records, reviews, audits, recalls and approved changes are completed; hazard hunts, CAPA and corrective actions are closed by due date.
Operational Decision Making	Uses practical judgement to prioritise work, allocate labour and equipment, control avoidable costs, resolve day-to-day issues and escalate continuity risks.	Issues, labour, overtime and equipment are managed within authority; checks are completed, faults escalated, deadlines met and Warehouse Manager cover provided when required.
Inventory and Product Integrity	Maintains stock accuracy, rack counts, pallet space visibility, cold chain, traceability, product handling and damage controls.	Cycle counts, rack counts, stock takes, occupancy, ERP/Nav/Basis records, labelling, cold chain, damages, write-offs and discrepancies are accurate, maintained and actioned.

Skills, Qualifications, Experience	
Essential	Desirable
- Experience coordinating warehouse, stores or distribution operations in a food manufacturing or regulated environment. - Ability to provide day-to-day task direction, coaching and support to warehouse team members. - Forklift licence with safe materials-handling, loading, unloading and equipment-use capability. - Sound knowledge of receipting, scanning, stock movement, dispatch, traceability and inventory accuracy processes. - Practical understanding of H&S, hygiene, GMP, quality, housekeeping, product integrity and cost-control requirements. - Good system accuracy, with ability to maintain ERP/inventory records and operational documentation.	- Experience with MPI import, export, customer labelling, pallet ID or other regulated documentation requirements. - Experience with cycle counts, stock takes, rack location counting, pallet space occupancy and discrepancy follow-up. - Experience supporting procedure review, CAPA, corrective actions or continuous improvement in warehouse processes.

Changes to Position Description
This position description is not exhaustive, and you may be required to undertake other duties that are reasonably required by your manager, consistent with the role. From time to time, it may be necessary to consider changes to the position description in response to the changing nature of our work environment. Any significant changes will be made in consultation with you.

Position Description:

Acknowledged / Accepted:

Employee: _____

Date:

Manager: _____

Date: