Job Description

Title: Deputy Warehouse Manager
Type: Permanent
Start date: ASAP
Hours: 12pm – 10:30pm, 4 on / 4 off pattern
Salary: Competitive, dependent on experience
Location: This role is 100% based at our new HQ in Aylesford, Kent

Who is Must Have Ideas?
Whilst still only young, we're one of the UK's fastest growing ecommerce brands, helping over 4 million customers 'discover something new' every year. One in six homes in the UK now have one of our clever, problem-solving products and we're widely recognised as one of the leading ecommerce innovators of the past few years. Named by The Sunday Times as the 66th fastest growing company in 2024, we're a British success story and our incredible growth isn't stopping any time soon – and we'd love you to join us on this exciting journey!

The Team
Based in our swanky brand-new offices, you'll be working with a group of great people who think independently but collaborate as a strong team to deliver exceptional results. We are beginning our new journey into Automation so experience with this would be useful. Career progression? Absolutely - there are plenty of opportunities to grow and develop, as our rapid growth continues.

This Role
This is an excellent opportunity to join us on our fast-growth journey! We're looking for a super-efficient Deputy Warehouse Manager to join our team.

You will run the warehouse team during the shift.

Your responsibilities will include:

- Leading a late warehouse shift of up to 10 people
- Ensuring stock is picked accurately and efficiently utilising our IT systems for efficient and accurate stock control
- Help develop – and then ensure we strictly follow – Standard Operating Procedures for every aspect of our warehouse operation
- Managing and motivating Warehouse Operatives to ensure the most efficient operation possible
- Ensure your team manage the waste efficiently, utilising cardboard skips and the baler
- Ensure your team deal with outgoing collections efficiently
- Maintaining a clean, tidy and efficient working environment adhering to the high standards we expect throughout the business
- Working with our H&S Manager, always ensuring full compliance with H&S requirements
- Setting objectives and targets for team members, monitoring performance, and providing necessary training

- Coaching and developing under-performing Warehouse Operatives to improve their productivity
- Prioritising picking tasks to meet deadlines
- Resolving picking errors and staff issues efficiently
- Working collaboratively with the Warehouse Manager, the Fulfilment Shift Managers, Deputy Fulfilment Shift Managers and the wider team to achieve KPIs
- Provide a shift handover and shift report at the end of every shift
- Ideate and share thoughts on how we can continuously improve our IT systems and processes to improve efficiencies

You'll excel in this role if you have the following skills & experience:

- You must be an experienced forklift driver
- Experience in warehouse leadership roles
- Experience in a fast-growing ecommerce business environment
- Experience in automation of manual processes
- Experience in Team Leadership, including coaching and developing manual workers to improve performance
- Ability to manage and direct manual workers
- Excellent verbal and written communication skills
- Knowledge of relevant regulations and safety procedures
- Be super-efficient and have strong organizational skills with a keen eye for detail
- Adaptable to changing priorities and take on new responsibilities as needed
- Strong IT skills
- Experience in monitoring performance and KPI targets

What's it like to work here?
We know that our people are key to our success. That's why we strive to make MHI a great place to work – just ask our team. It's a friendly, welcoming and fun environment here. We've worked hard to create an amazing experience for our people because we know that workplace happiness goes way beyond just your salary. We're proud to offer one of the best packages of team perks in the area, including:

- Free private Healthcare
- Free breakfast every morning
- Minimum of 25 days holiday per year as standard (plus more the longer you stay)
- Flexible hours
- Your birthday off work
- Free EV charging
- Free car washing
- Regular fully-paid team events
- Free products from our range
- Generous staff discount
- Company pension
- Casual dress code
- Free and unlimited sweets, cold & hot drinks

What happens next?
If we think you could be a good fit, we will ask you to complete a small task to show us your skills. If all goes well, you'll be invited to come and see our new state-of-the-art facilities and for a more in-depth conversation and then second interview stage, too.

This is an excellent opportunity to join us while the company is still young and to be part of our high growth journey, with all of the opportunities that brings.

Must Have Ideas Ltd is an equal opportunities employer and we're working hard to build a diverse and inclusive workforce.