



NATIONAL SYSTEMS & PROCESS DEVELOPER

JOB & PERSON SPECIFICATION

FEBRUARY 2010



JOB SPECIFICATION

ACCOUNTABILITY 1: Development & Monitoring of State Warehouse Operations		
Responsibility Area	Tasks	Measures
Housekeeping	Minimum standards developed and documented for all warehouses around the country	All warehouses have written standards provided within first 6 months
	Implementation & training of standards developed to manage the cleanliness of warehouses around the country	All warehouses following policies and procedures & recording results within 12 months KPIs reflect positive results to adaption of the policy Any feedback for improvements is assessed and implemented as agreed by establishing best practice policies
Stock Management	Cyclic stock counting process developed so that all branches are completing stock takes of all stock within the warehouses on a quarterly basis. This also includes weekly count of panels and inverters every Friday	Process is documented & provided to all warehouse storeman within first 6 months Implementation of stock take cycles measured by: <ul style="list-style-type: none"> • Counts completed & entered on GP according to schedule • Variance in stock levels for each count (KPI of shrinkage allowed to be defined)
	Development of better process flow for 'bulk' stock & working stock for installing contractors/staff	Process to be followed documented & implemented across branches over a 6 month timeframe Ensure all jobs scheduled for the following business day are picked and packed ready for collection by contractors at 6am Ensure all contractors corners are stocked to set requirements
	Stock levels - identifying minimum and maximum stock levels for each branch & defining with a system so that orders are placed by warehouse storemen for more stock as required by guidelines	Each branch has documented stock min & max levels Branches are adhering to those levels (GP Inventory Value & Inventory Days)
	Review and Implement best practice in stock management technologies. Looking at how stock is better tracked from arrival to departure and ensuring all parties have a clear picture on GP at any point in time	GP has clarity for all stock currently showing in inventory value (ie arrived, allocated, departed)
	Procedures developed for picking & packing all orders ready for installers to pick up for installations. Clear guidelines on how information is received, to picking & packing and also allocating stock to Orders on GP	Process documented and implemented with storemen for all branches within 6 months. Regular audits (min 8/month) completed of picking processes



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Responsibility Area	Tasks	Measures
OH&S	Ensure that all company OH&S policies and procedures are implemented and followed within all branch Warehouses	Monthly audits completed & compliance is >80%
	Provide feedback on procedures or additions of new procedures to meet best practice in warehouse	Quarterly meetings with OH&S Manager
ACCOUNTABILITY 2: Sourcing, design and set up of All New Warehouses in SSA Network		
Responsibility Area	Tasks	Measures
Sourcing Sites	Participate in the process of selecting new locations of warehouse facilities with the support of National Operations Manager & National Sales Manager and/or State Sales Managers	Meets timelines for finding new locations
	Develop a list of 'desirable' requirements for Warehouse requirements (ie size, roof height, door heights etc)	Criteria/specifications documented and able to be given to leasing agents. Update document as needs change.
Design & Set up	Develop list of requirements needed and timelines to be adhered to for fitting out of warehouse facilities (includes racking/forklift/equipment/IT etc)	Project Plan documented for warehouse design & fitout. Template set up that can be individualised for each site identified.
	Ensures that warehouse design & setup meets budgeted funds made available for setup	Warehouse setup is delivered within budgeted funds
	Meet timeframe to deliver fitted out warehouse facility	Warehouse ready for use in timeframe determined by company plan
Staffing	Identify staff requirements, recruit and train suitable employees ready to operate warehouse from Day 1 of operations	Key staff fully trained by first day of warehouse operation



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ACCOUNTABILITY 3: Human Resource Management		
Responsibility Area	Tasks	Measures
Recruitment	Identify human resource requirements of the warehousing 'arm' of SSA business	Defined position structures for warehouse operations Working towards meeting those structures
	Work with approved resources to find new staff and have training program established so that processes are followed from day 1 of employment	All new employees trained & following company policies/procedures from Day 1 of employment
Staff Development	Conduct Performance Appraisals in line with company policies to achieve high performance levels of all employees working within Warehouse Operations	Performance Appraisals completed within company timeframes Poor performance identified and action plans put in place for improvements Recognition program for acknowledging outstanding performances

ACCOUNTABILITY 4: Reporting & Continuous Improvements		
Responsibility Area	Tasks	Measures
Continuous Improvement	Ensure that SSA warehouses are working to always achieve best practice policies	New ideas brought to the table for discussions & possible implementation
Reporting	Provides reports on all Key Result Areas as identified in above accountabilities	One on One meetings with National Operations Manager Performance Appraisals
	Running relevant reports from GP data & other sources to ensure compliance to the systems by employees in warehouse operations	Use of 'dashboard' for results in checking stock takes, inventory levels and inventory days.



JOB SPECIFICATION

ACCOUNTABILITY 5: Company		
Responsibility Area	Tasks	Measures
Equal Opportunity (EEO)	Demonstrate appropriate knowledge of, and commitment to, equal employment opportunity principles and anti-discrimination law in the workplace	Abide by National and State Acts and company policies and procedures
Policies and Procedures	<p>Familiar with policy, procedures and systems; ensure adherence to at all times</p> <p>Ensure feedback is provided to relevant Branch & National Manager/s with regard to suggested changes or improvements to policies and procedures</p>	<p>Follow policies & procedures as set by the National Management team</p> <p>Locate the policies and procedures on SSA O drive and intranet</p> <p>Any breaches of SSA policy will be dealt with immediately with appropriate consequences</p>
Safety	<p>Comply with any direction or instruction aimed at protecting the Occupational Health, Safety and Welfare matters</p> <p>Cooperate and consult with your manager in maintaining a safe working environment</p> <p>Use safe working methods to maintain safe working conditions and avoid adverse effects on the health and safety of other employees</p> <p>Reports immediately, any equipment or situation which has the potential to be a safety issue</p> <p>Participates in problem solving processes to resolve OH&S issues</p>	<p>Abide by policies & procedures as set by the National Management team in conjunction with State and National Legislation and Acts</p> <p>Report Risks/Hazards and or incidents immediately with current documentation from the SSA intranet http://mysolarshop/ohs/default.aspx</p> <p>Follow company issues Safe Work Methods</p> <p>Any breaches of SSA policy dealt with immediately with appropriate consequences for offenders</p>



PERSON SPECIFICATION

Knowledge /skills

- previous experience working in large warehouse operations under ISO standards (or similar);
- relevant qualifications in stock management;
- demonstrated ability in use of Excel Spreadsheets;
- previous experience leading a team of workers – especially in multiple locations.

Behaviours

- leadership skills – lead by example, want to develop co-workers/subordinates abilities;
- organised – be able to handle many tasks at one time;
- process Driven – can identify, document, implement, train and assess processes;
- flexible – ability to travel & work flexible hours dependant on the needs of the business & role.



HOW TO APPLY

Applications in Word format only should be forwarded to Andrew Reed by e-mail by e-mail to 12470@hender.com.au

Telephone enquiries are welcome and may be directed to Andrew on (08) 8100 8836 or to Gill Manser on (08) 8100 8825.

Please Note

Your application will be automatically acknowledged by a return e-mail.