



POSITION DESCRIPTION

Position:	Branch Inventory Controller
Location:	Branch
Reports to:	Branch Manager
Staff Responsibility:	Inwards Goods staff (if appropriate)
Functional Relationships with:	Branch Manager Other Branch staff CDF Support Office staff Suppliers

This Position is part of a Team...

In Plumbing World, we rely on teams of people (e.g. in the branch, in the Support Office, throughout the Company) to meet all of the needs of our customers.

While this Position Description outlines the key duties and responsibilities of your own position, you may be required to undertake duties and responsibilities of other team members, as the needs of our customers and Plumbing World's business needs dictate.

In Plumbing World, we recognise that the needs of our customers will be best met through a customer service focus and team approach.

1. PRIMARY OBJECTIVE(S):

To be responsible and accountable to your Reporting Manager for the effective and efficient management of all aspects of Branch Inventory Control and purchasing.

2. KEY RESULT AREAS:

The Key Result Areas for this position are as listed in this section and as agreed with your Reporting Manager as part of Staff Development reviews.

The position also requires the undertaking of such other duties as may be required from time to time as assigned by your Reporting Manager.

Health and Safety

The wellbeing of our staff and others is a value that Plumbing World holds very high. The Branch Inventory Controller must demonstrate a high level of awareness and compliance of the Company's Health & Safety policies and procedures including:

1. Contribute to ensuring all staff and visitors are in a healthy and safe environment.
2. Responsibility for ensuring all goods and stock are stored safely and appropriately in the branch.
3. Responsibility for ensuring our health and safety principles, policies and procedures are adhered too at all times.

Personnel

The Branch Inventory Controller is expected to show leadership in all aspects of purchasing and inventory control with all staff in the branch and where appropriate lead a team of dedicated inventory staff. The Branch Inventory Controller must ensure the branch complies with all inventory control policies and procedures by:

- 1 Actively coaching all branch staff on correct inventory control procedures and processes.
- 2 Where appropriate develop, maintain and motivate a dedicated team of inventory staff to ensure an efficient and practical approach to inventory control and management.
- 3 Assist the Branch Manager in the selection, training, and performance reviews of Branch Inventory Control staff.

Stock Control

The Branch Inventory Controller is responsible for all stock control functions in the branch, including:

- 1 Fully understanding the nature and purpose of all branch stock control reports as defined by Plumbing World's policies and procedures. To produce these reports in a timely fashion and then take any appropriate action as a result.
- 2 Ensure the Branch fully implements Plumbing World's stock control policies and procedures.
- 3 Ensure inwards goods are safely, efficiently and correctly stored in line with Branch stock control standards.
- 4 Ensure the secure and efficient use of space for receiving, storing and distribution of product and materials.
- 5 Ensure Branch stock levels remain at the determined level using Plumbing World's stock control procedures and take the necessary corrective action, on a proactive basis, to ensure optimum stock levels are maintained.
- 6 Keep the Branch Manager and staff fully informed of stock control decisions and provide accurate monthly stock reports.
- 7 Take the appropriate action on identified slow moving, obsolete and excess stock, keeping the Branch Manager informed.
- 8 Be responsible for the Branch's stock-take and cyclic stock-take procedure.
- 9 Contribute to ensuring the warehouse, yards and stock are tidy and well presented at all times.

Purchasing

The Branch Inventory Controller is responsible for all purchasing to and from the branch. They are expected to show leadership by supporting the role of the CDF and preferred suppliers, with responsibility for:

- 1 Ensuring accurate and timely ordering and purchasing of all the Branch stock and customer requirements.
- 2 Making decisions on the most effective method for ordering stock for the branch, while achieving company stock performance objectives.
- 3 Ensure wherever possible, that purchase orders are placed through the CDF, using preferred suppliers at preferred suppliers cost.

- 4 Responsible for the completion of all documentation and reporting related to the purchasing function.
- 5 Liaise with all Suppliers Sales Representatives with regard to keeping fully Informed as to availability of current and new materials and products.
- 6 Liaise with Showroom and Trade staff to ensure all products required for promotions and displays are ordered and received in time to meet the promotion/display timeframes.
- 7 Keep the CDF Procurement Manager informed of all supplier deals and promotions so that the benefits of special pricing or bulk purchasing can be taken advantage of nationally.
- 8 Ensure all goods that are required to be returned to a supplier are done so in a timely manner with all the appropriate documentation and Credit Claim order. Use the Plumbing World transport system to book any freight required to transport returns back to CDF.
- 9 Provide excellent customer service to other branches by completing Branch Transfers in a timely and accurate fashion.

Receipting

The Branch Inventory Controller is accountable for receipting all inwards goods into the branch and ensuring the correct procedures are followed by:

- 1 Ensure accurate and timely receipting of all purchased goods, including branch orders direct from suppliers, through the requisition and branch transfers.
- 2 Check all incoming orders for errors and damage before signing the delivery docket, follow the correct procedure to inform Plumbing World's supplier of any issues. Notify the CDF of any manifest errors within the prescribed time period and using the correct internal system.
- 3 Produce and acting on all stock receipt reports as outlined in the Inventory Manual. Ensure that any outstanding issues are dealt with promptly and accurately.
- 4 Take corrective actions as necessary to fix receipt errors as they occur, including suggesting any necessary stock adjustments to the Branch Manager.
- 5 Once stock is receipted take prompt and appropriate action to maximize the effective distribution of products, including notifying staff and customers of linked orders, merchandising warehouse and showroom stock and storing bulk stock.

Customer Service

1. Support Showroom and Trade staff's efforts to provide a high level of customer service by maintaining accurate levels of stock, processing all purchases within the required timeframe and communicating any relating issues with the appropriate personnel.
2. When needed support Trade and Showroom staff by providing front line customer service to all customers either on the phone or at the counter.

Security

The Branch Inventory Controller is responsible for ensuring the branches inventory assets are protected and cared for at all times.

1. Ensuring all stock inside the premises and yard, both during trading hours and after hours is secure.
2. Actively monitor the branch Forklift and other lifting equipment, ensuring it is maintained and operated to an appropriate standard.

Company Policies, Procedures and Behaviors

1. As a multi-site business Plumbing World relies on a consistent approach to its policies, procedures and behaviors. The Branch Inventory Controller is to ensure the branch complies with all Company inventory policies and procedures by remaining involved in all aspects of the day-to-day branch operations and acting on any discrepancies without delay.
2. Demonstrate a high level of understanding and compliance of the Company's policies and procedures as they impact on the position and assigned areas of responsibility.

Communication

Plumbing World has a culture built on good communication between all stakeholders. To ensure our communication continues to be of a very high level the Branch Inventory Controller is responsible for:

1. Ensuring communications are appropriate at all times and in line with the CHORD (Clear, Honest, Open, Respectful and Direct) communication principles.
2. Ensure all branch staff are kept well informed of stock issues through regular communication, including the receipting of linked orders and backorders.
3. Actively participate in monthly staff meetings by reporting on the branch inventory control performance.
4. Regularly communicating with the your Reporting Manager, Senior Executive or other delegated representative regarding progress, discussing any

problems and identifying appropriate resolutions to maximise achievement of Company objectives.

General

The role of Branch Inventory Controller is very dynamic and hands-on, it therefore requires the ability to move between problem solving and task focused duties with ease.

1. To behave in-line with Plumbing World's values and preferred behaviors, while actively promoting Company inventory initiatives in a positive and constructive manner.
2. To ensure excellent 'Housekeeping Standards' are maintained and reinforced by setting a good example.

3. PERSONAL CHARACTERISTICS:

The person appointed to the position is expected:

1. To demonstrate a high standard of oral and written communication skills.
2. A strong commitment and drive to achieving and exceeding goals and objectives through strong leadership, motivation and leading by example.
3. To demonstrate a strong commitment to delivering excellent internal (staff) and external customer service.
4. Highly effective leadership and coaching skills resulting in maximizing team member's capability, productivity and performance.
5. Flexibility, a positive attitude, and contribution of ideas for change or variations to existing/new procedures, systems or work requirements that will improve work efficiency and/or productivity across the area of responsibility and Company.
6. To be an active team player, demonstrating the skill to work as part of a team co-operatively whilst also being able to work independently from time to time.
7. To demonstrate experience or potential proficiency with computer systems where there is a requirement for this.
8. Precision, accuracy and attention to detail, adopting a high degree of initiative and a proactive 'can-do' approach to unexpected situations and changing demands and schedules, and perform effectively under pressure while demonstrating confidence to team members.

9. To ensure that the honesty, credibility and integrity of the position is maintained through excellence in performing required duties, positive attitudes and a strong will to carry out assigned tasks to the very best of their ability.

4. QUALIFICATIONS:

Where the Reporting Manager requires, the incumbent is required to hold a current driver's licence appropriate for the type of vehicle(s) and circumstances under which the vehicle(s) will be driven.

An appropriate tertiary qualification for this position is desirable.