

COACH HOUSE

Job post summary

Job Title: Team Leader

Pay: £14.69 per hour.

Hour: Rotating 6am to 2pm week one, 11am to 7pm week two.

Job Description:

Coach house is a proudly successful family run business established over 50 years ago. The UK's largest and most trusted wholesaler of captivating furniture and décor.

We are seeking a motivated and hands-on Team Leader to oversee daily warehouse operations and lead a high-performing team in a fast-paced environment. Reporting to the Warehouse Supervisor, you will be responsible for coordinating workflows, ensuring productivity targets are met, and maintaining high standards of safety, accuracy, and efficiency across all warehouse activities.

As a key member of the operations team, you will play a vital role in driving performance, supporting continuous improvement initiatives, and fostering a positive and accountable team culture. This is an excellent opportunity for an experienced warehouse professional with strong leadership skills who thrives in a dynamic setting and is passionate about operational excellence.

ROLE OVERVIEW

- Work with, lead and motivate a small team of Warehouse Operatives.
- Set clear and S.M.A.R.T team and individual goals and objectives in line with business requirements and Warehouse Operating Standards.
- Plan workload, delegate tasks and set deadlines for the team.
- Oversee day-to-day tasks.
- Monitor team performance and report on metrics in line with operational KPI's and goals.
- Identify training and ongoing development needs for the team.
- Provide mentoring to the team and influence positive behaviour and teamwork.
- Work with Warehouse Supervisor / Senior Supervisor to problem solve workplace challenges.
- Ensure the correct processes, policies and standards are being followed and adhered to by the team.
- Deputise for the Warehouse Supervisor / Senior Supervisor during absence or holidays.
- Communicate the daily, weekly and monthly business news to the team.
- Contribute and lead to continuous improvement initiatives.
- Listen to team members' feedback and resolve any issues or conflicts.
- Provide objective and constructive feedback on good and poor performance.
- Provide objective input into employee reviews and annual appraisals.
- Recognise high performance and reward accomplishments.

SKILLS REQUIRED LEADERSHIP

- Strong decision-making skills.
- Proficient at Problem Solving
- Effective delegation
- Strong prioritisation skills
- Proficient at Time Management
- Pro-active team leadership

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IT SYSTEMS & EQUIPMENT

- Excellent knowledge of Microsoft applications (Email, Word, Excel, PowerPoint, Teams etc.)
- Proficient in the use of WMS systems, portal, and other internal company software applications
- Competent in the use of the WMS Scanner gun/ PC workstations is essential.
- Competent use/knowledge of all MHE (Counterbalance, PPT, VNA truck, Order Picker)

COMMUNICATION AND RELATIONSHIPS

- Excellent listening skills
- Capable of communicating daily work clearly and professionally to the team.
- Excellent communication and teamwork with stakeholders at all levels and all departments.
- Build cross functional relationships.
- Communicate with suppliers customers and contractors professionally.

PHYSICAL DEMANDS OF THE JOB

The role is a hands-on role requiring elements of heavy manual handling and the need to work with the team.

Job Types: Full-time, Permanent

Benefits:

- Additional leave
- Bereavement leave
- Canteen
- Casual dress
- Company events
- Company pension
- Cycle to work scheme
- Employee discount
- Enhanced maternity leave
- Free parking
- Health & wellbeing programme
- On-site parking
- Private medical insurance
- Referral programme

Experience:

- Team management: 2 years (required)

To apply for this role please send your CV and a covering letter to HR@coachhouse.com