

Transport and Warehouse Operations Supervisor



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specialising in developing core organisational
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Transport and Warehouse Operations Supervisor

The broad purpose of the occupation is to manage the day to day operations involved in supply chain, ensuring activity, personnel and/or vehicles meet customer expectations along with regulatory and legal requirements. The standard allows you to specialise in one of two areas; the transport supervisor ensures the safe and compliant utilisation of all drivers and equipment whilst the warehouse supervisor ensures the provision of a professional incoming goods, storage and dispatch service to customers.

In their daily work, an employee in this occupation interacts with a range of stakeholders across a number of organisations and professions. Both Transport and Warehousing Supervisors would lead a team which would vary in size depending on the organisation and have regular engagement with external customers and third party agents. In larger organisations the roles would have regular communication with internal functions such as Accounts and HR. In smaller organisations both Transport and Warehousing Supervisors may carry out some of the everyday tasks accounting and human resource activities. A Transport Supervisor would also have contact with various regulators and enforcement organisations.

At this level Transport and Warehouse Supervisors are integral to successful daily operations in a fast paced and varied environment.

An employee in this occupation will be responsible for applying their knowledge and expertise to managing their own work with a high level of autonomy and leading a team to effectively and efficiently deliver departmental and organisational objectives. Transport and Warehouse supervisors have to keep up to date with recent transport regulations and legislation as well as having an awareness of best practice transport and warehousing operations to ensure compliant, secure and safe working within the organisations policy and procedures.

Duration: Typical duration 12 months for new entrants.

Entry requirements: Employers will set their own criteria, but typically an entrant to this apprenticeship will already have achieved a minimum of Level 2 in English and maths. Apprentices without level 2 English and maths will need to achieve this level prior to taking the end-point assessment for this apprenticeship.

Knowledge

Transport and Warehouse Operations Supervisors have the Knowledge of:

- ✔ **Recruitment and selection process and practice**
- ✔ **How to review staff performance including appraisals, performance development reviews (PDR)**
- ✔ **Factors that affect workplace efficiency and how these can be managed**
- ✔ **Organisational and individual KPIs and strategies for meeting these**
- ✔ **People management policies and complaints**
- ✔ **Organisational procedures for delivering customer, information and quotations**
- ✔ **Legislation governing operating licensing and understand the Operator Compliance**
- ✔ **Rules and best practice guidance for sector specific operations**
- ✔ **The application of Health and Safety regulations in warehousing operations**

Skills

Transport and Warehouse Operations Supervisors have the following Skills:



Allocate and monitor work and set objectives including CPD



Identify skill and knowledge gaps in own performance



Complete performance development reviews



Plan training to meet the requirements of the business



Achieve KPI's and targets set for the warehouse team



Carry out disciplinary and manage grievances



Lead team and departmental communications and meetings

Behaviours

Transport and Warehouse Operations Supervisors demonstrate the following Behaviours:



Demonstrate the organisations values and brand reputation



Demonstrate ownership and responsibility for their own safety



Take ownership for your own performance and training



Positive attitude and approach to their work



Use own initiative when needed to ensure that employer needs are met



Treat team, customers and other stakeholders with respect



Approachable and open to change



Professional approach



Treat equipment and technology responsibly and with respect

End Point Assessment

End point assessment (EPA) is an assessment of the knowledge, skills and behaviours that your apprentice has learned throughout an apprenticeship, which confirms that they are occupationally competent.

Assessments have been designed by employers in the sector and are conducted by independent bodies known as end point assessment organisations (EPAOs).

The apprentice will only get their apprenticeship certificate after they have passed all the elements of their EPA, including any required standards in English and maths.

What does assessment involve?

Each apprenticeship includes an end point assessment plan, which describes how the apprentice should be tested against appropriate criteria, using suitable methods. For example, your apprentice may need to complete:

- a practical assessment
- an interview
- a project
- written and/or multiple-choice tests
- a presentation
- professional discussion

We will inform you at the beginning of the apprenticeship what the assessments are involved. This will give your apprentice plenty of time to prepare. For example, they may need to gather evidence to show how they've been working towards the core knowledge, skills and behaviours required.

Transport and Warehouse Operations Supervisor's Knowledge:

- Deliver good customer service to internal and external customers as per agreed contracts and organisation's process
- Monitor and record staff performance and behaviour including recruitment, allocation and right to work entitlement
- Ensure that the transport operation centre or warehouse is working efficiently, using IT systems and promote productivity
- Brief and debrief team members on a daily basis to provide information, advice and guidance
- Plan the training needs of transport/ warehouse operatives to ensure regulatory compliance and continued professional development are met in line with organisation's requirement
- Follow internal and external audit procedures for transport and warehouse operations that relate to environmental impact, health, safety, wellbeing and regulatory compliance
- Monitor and report on the day to day operational performance of the supply chain
- Organise and plan the use of resources eg staff, vehicles and warehousing equipment, schedule maintenance and repairs, ensuring spend is within budget
- Ensure correct personal protective equipment is issued and maintained for the team and provided to visitors to transport or warehouse operational areas
- Identify opportunities to improve organisations processes and practices

Transport and Warehouse Operations Supervisor's Skills:

- Supervise receipt of goods, ensuring the correct goods are received, handled safely, ensuring any risks are identified
- Supervise stowing of goods into storage in order to optimise space, improve distribution and preserve condition in line with health and safety and reduce risks
- Supervise reverse logistics operations in line with environmental and company policy
- Supervise the replenishment, picking, packing and decanting of goods
- Oversee the dispatching of goods; identifying any problems with goods or special instructions affecting delivery, confirming the correct method and materials for wrapping or packing in line with environmental legislation and organisational policies
- Carry out stock control and stock checks to ensure that appropriate stock levels are maintained
- Ensure the workplace is clean and tidy, meet the required hygiene and fire safety standards
- Monitor and record checks of racking and mechanical handling equipment, in line with manufacturers recommendations and organisations procedures
- Supervise the process of bespoke/ direct orders and deal with any problems
- Ensure the security of the warehouse and goods are maintained, and risks are identified, reported and that records are kept up to date

Transport and Warehouse Operations Supervisor's typical job titles include:

- **Depot Supervisor**
- **Hub Supervisor**
- **Senior Warehouse Operative**
- **Traffic Planners**
- **Transport Coordinator**
- **Transport Manager**
- **Transport Supervisor**
- **Warehouse Manager**
- **Warehouse Supervisor**

**For further information about our
courses please contact Claire Indans**

**email claireindans@deereapprenticeships.com
call 07968 042 987 or 01623 372 025**

