Job Description

Job Title: **Warehouse Team Leader**	**Service Area:** **Enabled Living (Newham)**
Division/Section: **Equipment service**	**Job Evaluation Number: 5994**
Salary: £41,773	**Date last updated: September 2026**

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the Enabled Living. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Enabled Living provide a range of health and wellbeing services that help the people of North East London to live the life they want.

Our **Equipment Service** offers a wide range of community equipment, to support people to continue life in their own homes; from small items like commodes and walking frames, right up to more complex equipment such a medical beds and hoists. We work in partnership with a wide range of health and social care professionals.

Our **Sensory Service** work with residents who are visually impaired, hard-of-hearing, Deaf and Deafblind, to assess and support them to be more independent, safe and confident. We provide specialist, hands-on practical services tailored to people's needs. This includes mobility training i.e. training to use a white cane to undertake a journey on public transport and helping to identify and access services to resolve an issue.

Our **Wheelchair Service** work with residents who have a permanent disability or medical condition which impacts their ability to walk. Our specialist staff work closely with wheelchair users, their families and engineers to assess and prescribe the wheelchair to meet the need of the individual. This could be a simple wheelchair to allow users to get out and about, up to a complex seating system to help maintain posture and mobility.

The Lounge has been designed to look like a real home, and is equipped with assistive technology and equipment. The team there support, advice and assess people with emerging, non-complex needs on how they can continue to live independently at home.

Our **Occupational Therapy Service** is a new team in Enabled Living providing Occupational Therapy assessment and recommendations to support the people to live the life they choose.

Enabled Living is in a period of expansion and as such the right candidate will need to be someone who is driven by growth and open to change.

The successful candidate will be able to clearly demonstrate how they exhibit Enabled Living's core values of:

- always do the right thing
- always learning
- always caring
- always here to help
- always working together
- always high performing

Overall Purpose of Job

- Managing warehouse in compliance with company's policies and vision
- Leading and managing a dedicated warehouse team
- Managing the community equipment stock and healthcare consumables to ensure high quality products are available to residents.
- Overseeing stock ordering, receiving, warehousing, and decontamination, reuse and quality control operations.
- Ensuring optimum and efficient space utilization and safe storage to meet logistical needs of the delivery operation.
- Ensuring compliance with relevant health and safety regulations in warehouse operation.
- Working in partnership with other team leaders within equipment service to ensure a high quality, efficient and highly productive service.

Job Context

1. The post holder reports to the Equipment Lead.
2. The post holder has direct line management responsibility for up to five warehouse/ back up driver staff.
3. The post holder will be responsible and accountable for making effective decisions within the context of their role.
4. The post holder has no budget responsibility.

5. The post holder may be required to work evenings, weekends and occasional public holidays, and at various locations in order to meet the requirements of the service.
6. The post holder will have specific responsibilities across the service in relation to risk management and health and safety.

Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

Key Duties and Responsibilities
To undertake all responsibilities listed below:

1. Strategically manage warehouse in compliance with company's policies and vision
2. Overseeing receipting, warehousing, decontamination, reuse and quality control operations of community equipment stock.
3. Ensure optimal stock control and reconcile with data storage system including for satellite stores.
4. Identify and lead on optimising stock control and development of changes to ensure smarter/ automated systems.
5. To ensure an effective stock management system including ordering, stock control, assembly, recycling and scrapping.
6. To manage the supply chain of deliveries, to ensure correct levels of stock are available at all time and to ensure non-stock products are stored and assembled and ready for delivery.
7. To continually seek new technological developments to mechanise stock management
8. Ensuring safe and optimum warehouse layout and ensure efficient space utilisation.
9. Adherence for all those working in or using the warehouse to all warehousing, handling regulations and legislative requirements
10. Ensure maintenance of standards of health and safety, hygiene and security.
11. To ensure all warehousing staff are aware and adhere to relevant Control of substances Hazardous to Health (COSHH) and manual handling regulations.
12. To be responsible for implementing quality and health and safety standards to meet the requirements of external accreditation (CECOPS), and monitor quality of work to ensure these standards are met.
13. To uphold and ensure compliance with policies and procedures across the business, including customer complaints and Information Governance.
14. Liaise with logistics team, customer service team and external suppliers to ensure smooth running and effective warehouse operation.
15. To be part of Equipment Team Coordinator team and to work closely with the Logistics and customer service team leaders and work closely with the Equipment Lead to drive continuous improvement of the service.

16. To contribute to developing an organisational culture which is positive, forward looking, results orientated and continually improving, and focused on business priorities and meeting individuals' needs
17. Plan warehouse work, assign tasks appropriately and appraise results of warehouse personnel.
18. Recruit, select, induct, coach, train and performance manage warehouse staff.
19. To lead warehousing team meetings and undertake regular 121s for staff.
20. Oversee warehouse processes to ensure productivity targets are met and that all warehouse processes are running smoothly and promptly.
21. Produce reports and statistics regularly to inform stock control, spend, development opportunities and wider priorities.
22. Strong knowledge of warehousing Key Performance Indicators (KPIs) and how these are used to manage performance.
23. To carry out any other duties that is in line with the purpose and grade of the job.

Person Specification

Job Title: **Warehouse Team Leader**	**Service Area:** **Enabled Living**
Division/Section: **Equipment Team**	**Job Evaluation Number: 5994**
Salary	**Date last updated: July 2021**

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	**METHOD OF ASSESSMENT**
EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the Enabled Living. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work. **PROTECTING OUR STAFF AND SERVICES** Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.	
KNOWLEDGE: • Detailed understanding of people and performance management. • A demonstrable understanding of warehousing and stock management. • Knowledge of COSHH and MHOR regulations. ***Desirable*** • Knowledge of CECOPS accreditation • Knowledge of the Integrated Community Equipment Service	Application form

and it's role within the Community health and social care landscape. **EXPERIENCE:** • Proven work experience as a Warehouse Manager • Expertise in warehouse management procedures and best practices • Proven ability to implement process improvement initiatives • Hands on experience with warehouse management software and databases • Leadership skills and ability manage staff • Experience of working within community equipment service/adult social care/health or logistics/warehousing organisation. • Experience of working within a complex public oriented environment. • Demonstrable experience of leading and managing a team. • Experience of managing and directing staffing resources to deliver high quality services. • Experience of managing staff performance in order to improve service delivery • Experience of successfully achieving organisational culture change, including delivery through others. • Experience of working to tight deadlines **SKILLS AND ABILITIES:** • Strong decision making and problem solving skills • Ability to lead, motivate and manage individuals and teams with different responsibilities and skills. • Well-developed planning and organisational skills • Outstanding communication and inter-personal skills. • Ability to manage performance to increase productivity. • Ability to solve problems between individuals and groups in order to improve the quality of experience of customers. • Ability to contribute creatively to business initiatives and the capacity to think strategically. • Embraces change and influences others to gain their commitment to change. • Ability to identify, manage and mitigate risks to customers, staff and others.	Application Form/Interview Application Form/Interview
PERSONAL STYLE AND BEHAVIOUR: **Ability to demonstrate in day to day work Enabled Living values.** Always learning Always high performing Always caring Always here to help	Application Form/ Interview Assessment

Always do the right thing Always working together.	Application Form/ Interview
OTHER SPECIAL REQUIREMENTS: To have a full current manual driving licence and be willing to drive a Council vehicle after completing a Council driving test. Willingness and ability to work occasional evenings and weekends to maintain service delivery. This post is subject to an enhanced DBS check.	Satisfactory clearance at conditional offer stage