

JOB DESCRIPTION



Name:
Job title: Warehouse Supervisor
Reporting to: Operations Manager
Revision date: April 2026

Job Summary

The Warehouse Supervisor is responsible for the smooth day-to-day operation of the warehouse, ensuring goods are received, processed, picked, packed, and despatched efficiently, accurately, safely, and on time. They lead the team by allocating tasks, maintaining standards, and resolving issues to keep workflows running effectively.

The role involves setting a consistent pace, providing support and coaching, and ensuring colleagues have clear direction, the right tools, and a safe working environment. By reinforcing a “right first time” approach, the supervisor helps drive quality and accountability.

They also play a key role in maintaining stock accuracy, organisation, and housekeeping, while supporting continuous improvement by identifying inefficiencies and implementing better ways of working.

Ultimately, the Warehouse Supervisor ensures reliable, consistent customer service delivery while fostering a safe, positive, and productive team environment.

Role Responsibilities

Responsibility for day-to-day operations of the warehouse –

- Supervise, lead, and motivate warehouse staff to achieve daily targets and maintain high standards of performance.
- Oversee all warehouse activities including goods-in, storage, stock control, returns, order picking, packing, and despatch.
- Ensure day to day operation of forklifts and other warehouse equipment is safe and in compliance with company and legal standards.
- Co-ordinate and monitor the receipt, storage, and timely despatch of goods.
- Ensure stock accuracy through any necessary checks, corrective actions, and proper record-keeping.
- Allocate workload and set rotas, monitor productivity, and implement best practices to improve efficiency.
- Maintain a clean, safe, and organised working environment in line with health & safety regulations. Carry out associated routine checks.
- Hold a weekly warehouse team meeting and regular ‘toolbox talks’/refreshers to reinforce safe, right-first-time working, and review any support or training needs.
- Communicate effectively with other departments (buying, customer service, sales team etc.) to ensure smooth operations.
- Plan and carry out stock realignments to meet product demand e.g. Halloween, Christmas.
- Assist management with reporting, metrics tracking, and continuous improvement initiatives.

Required Skills & Attributes	
Knowledge and Experience	<ul style="list-style-type: none"> • Proven experience in a warehouse supervisory role (or strong senior warehouse role with leadership responsibilities), ideally in a commercial environment. • Strong understanding of warehouse operations: goods-in, pick/pack, despatch, returns, replenishment and stock control. • Good working knowledge of health & safety requirements and safe manual handling. • Leads from the floor: allocates work, maintains standards, coaches the team and resolves issues as they arise. • Stays calm under pressure, keeps priorities clear, and delivers the right outcome on time, without cutting corners.
Mandatory Certifications & Compliance	<ul style="list-style-type: none"> • Forklift licence holder (or willing to obtain) and willing to act as a First Aider and Fire Warden. Training and refreshers fully paid for by the company.
IT Skills	<ul style="list-style-type: none"> • A good level of computer literacy, comfortable with Excel and Outlook. • Able to learn new systems quickly. • Previous experience using a stock/order management system is required; Sage 50 experience is an advantage but not essential, as full training will be provided.
Personal Capabilities	<ul style="list-style-type: none"> • Thorough and diligent, with strong attention to detail. • Procedural and systematic — follows the process and expects others to do the same. • Uses initiative, takes ownership, and follows things through to completion. • Clear, confident communicator: able to brief the team, give feedback, and deal with issues promptly and fairly.
Communication Skills	<ul style="list-style-type: none"> • Clear, practical communicator, able to guide the team and work collaboratively with colleagues at all levels.
Attitudes and Behaviour	<ul style="list-style-type: none"> • Approachable, supportive and firm on standards. • Takes pride in doing the job properly and improving how we work. • Customer-focused in a practical sense: on-time, accurate, damage-free deliveries and minimal rework.

Lomond Books Ltd General Information

Position:	Warehouse Supervisor (on-site)
	This role is based on-site at our Broxburn premises and involves daily warehouse activities and supervision on the warehouse floor. It is not a remote/hybrid role.
Location:	12-14 Freskyn Place, East Mains Ind Est, Broxburn, EH52 5NF
Hours of work:	37.5 hours per week Between 8am - 5pm Mon to Fri with half hour unpaid lunch break.
Start date:	Negotiable.
Contract type:	Full Time/Permanent.
Salary:	Starting salary circa £30,000 - £32,000 per annum DOE
Probationary period:	6 months (with the option to extend to 9 months) Probation does not affect pay, discretionary bonuses, holidays or access to company benefits, the only difference during probationary period is the notice period: 2 weeks during probation, increasing to 1 month/3 months thereafter based on length of service.
Salary reviews:	Cost of living salary increases/discretionary bonuses awarded annually based on company performance.
Holiday entitlement:	25 days annual leave plus 9 public holidays. Long service holiday award accrued up to a maximum 28 days annual leave after 5 years' service (3 days leave to be reserved for Christmas closure)
Pension scheme:	Eligible to join after 3 months service (3% employer / 5% employee contribution)
Sick pay scheme:	Staff will qualify for company sick pay after one years' service.
Staff discount scheme:	Generous discount for staff on retail prices of stock.
Dress code:	Casual.
Facilities:	Kitchen with free tea, coffee and milk. Ample free on-site parking. Free to use electric vehicle charge points available on site.