

## **Skills Trainer - Gamston**

### **Pedigree Wholesale Limited**

Following exceptional growth, we work through 2021 with an exciting array of projects ahead, including retail stores, e-commerce launch and growth & new distribution sites, in addition to new product development as part of an exciting 5-year vision. To support this, we are looking to strengthen our success by appointing an experienced Skills Trainer.

#### **The Role**

This role requires an experienced Skills Trainer to work alongside the Midlands Depot Manager to assist with the daily and strategic Operation of the warehouse to fulfil all customer demands through all our delivery streams.

We are looking for a result driven individual, who is curious, tenacious, detail orientated and demonstrates leadership skills. Self-motivated and can build rapport at all levels of the business to give clarity of communication, deliver change and support a culture of right first time.

#### **Your Key Responsibilities**

- Reporting to the Midlands Depot Manager, responsible for the training, scheduling of training and process development in all areas of the Midlands Operation.
- Leading a team of Process & MHE instructors to deliver the training for the whole of the Midlands Operation, including refresher training.
- Responsible for ensuring all colleagues are trained to the single, required standard to allow them to be efficient and effective in role.
- Design, develop and deliver the Standard Operating Procedures for all tasks in the warehouse.
- Support the H&S and Facilities Manager in development of improved Risk Assessments and Safe Systems of Work.
- Liaise with the Midlands Management Team to organise additional coaching to colleagues who are not performing to the correct standard.
- Identify opportunities for continuous improvement and added value whilst key service levels are not affected.
- Ensure a proactive approach to risk management and adherence to site health & safety regulations to ensure a safe working environment.
- Ensure the Site provides first class service to all Customers, JFP Stores and Online Customers.
- Work with PWL Leadership Team to provide best service to all customers and stores.
- Promote Company values within the Warehouse to create a good working environment.

#### **Nature and Scope**

- Have overall responsibility for site training, compliance, and process improvement.
- Work to legal standards of task execution.
- Devise training plans to train colleagues on associated tasks for each piece of MHE they are certified to drive.
- Work with Midlands Management Team to create a good working environment across the site.
- Promote company values and ensure all colleagues live the correct values.
- Promote a safe working environment, whilst ensuring all employees comply with Health & Safety regulations.
- Front line 'hands on' style.
- To ensure that the general standard of housekeeping is to agreed standards
- Will act upon and follow up any other reasonable requests as identified by senior management.

## **SKILLS AND QUALIFICATIONS:**

### **Person Specification**

- Experienced in training and colleague development
- Experience in writing process documents including SOP's
- Knowledge and experience of MHE capabilities, process compliance and development, together with warehouse management systems.
- Be able to lead the Process Instructors to train colleagues to deliver key performance indicators (KPI's.)
- A proven people person, who takes pride in the participation of teams.
- Has knowledge of wider aspects of the Midlands Operation.
- Identify and participate in continuous improvement initiatives.
- Exceptional people management skills.
- PC literate
- Resilience to succeed in a fast-paced environment.
- Willing to work with the team, executing tasks, when the business requires.

### **Attributes**

- Methodical process driven leader on site.
- Focus and detail on quality control.
- Excellent communicator.
- Self-starter and highly motivated with high energy levels.
- Strong attention to detail and compliance.
- Creative and resourceful under pressure.
- Team player within the wider business.

### **Skills**

- Ability to develop process and training materials
- Be engaging and motivate individuals.
- Excellent people engagement.
- Skilled in process writing
- Skilled in Health & Safety compliance.
- Planning skills.
- IT experience.
- Communication skills, both verbal and written.

### **Education & Achievement**

- Must have excellent PC skills.
- Experience in creating and delivering training plans.
- Be able to communicate to a high standard, both verbally and written.
- Track record of success in training and distribution.

Pedigree Wholesale is a market-leading supplier of pet and aquatic products, primarily selling to the UK independent retail sector. The company is 100% family-owned and run, with a strong reputation in the marketplace built on nearly 50 years of trading.

Employing around 200 people, the business has 5 depots nationally and revenues in excess of c.£55m. The business stocks and sells a broad range of SKUs (c.10,500) split across pet and aquatic and currently distributes to around 2,500 independent retailers nationally.

### Role

Department: Operations, Gamston

Reports to: Midlands Depot Manager

Shift Pattern: Monday to Friday 09:00 – 17:00, flexibility required to meet the needs of the business

Salary: £25,000 per annum

### Benefits

- Profit Related Pay dependant on company profits
- Holidays – 20 + statutory days
- Life Insurance x 2 annual salary
- Auto enrol Pension Contribution
- Discount on Pet Products
- On site staff car parking with electric charging points

## PEDIGREE CORPORATE VISION & VALUES

### Vision

Our passion for pets drives us to offer pet owners the highest quality, best value products through great retailers who care.

### Values

**Love our customers:** Our business is built on customer satisfaction and loyalty. We want our customers to love working with us, value our business relationship and actively recommend us to others.

**Do the right thing:** We are honest and open in our communication; we respect our employees and customers at all times. Our reputation is built on integrity which we uphold at all cost.

**Be your best:** We continuously strive to be the best we can. We are open to learning and feel rewarded by doing a great job every day.

**Own it:** We take personal responsibility for the areas under our control and will act upon every opportunity to improve the customer experience.

**Win as a team:** We achieve better results and are more agile when we work together towards common goals. We are open and challenging whilst supporting each other.

***Because of the changing nature of our business your job description will inevitably change. You will, from time to time, be required to undertake other activities of a similar nature that fall within your capabilities as directed by management.***