

JOB DESCRIPTION

Job Title	Packing & Dispatch Supervisor
Reports To	Operations Manager
Function	Assembly
Version/Date	February 2025

Company / Function

The Engineering function is a multi-disciplined team that provides technical support to all other functions and is responsible for product design, innovative product development and the delivery of the complete manufacturing and technical data packs associated with our contracts. The team also provides hands-on support for installation, testing and commissioning of new equipment, both internally and at our customers' sites, all over the world.

Job Purpose

We are seeking a motivated and experienced Dispatch and Packing Team Supervisor to join our team. The ideal candidate will have a strong background in Packing and Logistics, of large goods within an engineering or manufacturing environment. The selected candidate will be responsible for managing a team, optimizing workflows, and ensuring that all goods are packed securely and shipped according to schedule, while maintaining the highest standards of safety and compliance.

Key Responsibilities

1. Lead, train, and motivate a team of dispatch and packing staff.
2. Foster a collaborative, safety-conscious environment, promoting teamwork and effective communication.
3. Ensure all activities are carried out in full compliance with company health and safety policies and relevant regulations.
4. Oversee and coordinate daily dispatch and packing activities, managing competing requirements, ensuring orders are processed and shipped on time.
5. Collaborate with Project Managers and Production team to ensure accurate and timely preparation of finished goods for dispatch.
6. Manage packaging materials and inventory to avoid shortages or overstocking in line with demand.
7. Liaise with freight suppliers and shipping agents to secure appropriate delivery routes in line with governance and customer requirements.
8. Utilise knowledge of appropriate packing materials and techniques to ensure goods are packaged securely, safely, and efficiently.
9. Ensure all outgoing goods are thoroughly inspected for quality and accuracy before dispatch.
10. Ensure correct labelling, documentation, and tracking information is completed for all shipments.

11. Identify inefficiencies in processes and proactively recommend improvements for greater efficiency and cost savings.
12. Other related duties as assigned.

Skills/Experience

- Previous experience in a leadership or supervisory role within a dispatch, packing, or logistics function, ideally within a heavy engineering or manufacturing environment.
- Excellent organisational skills, with the ability to prioritize tasks and manage competing demands from various stakeholders.
- Proven ability to work with various packing techniques, materials, and machinery to safely pack heavy and complex items.
- Strong communication skills and the ability to lead and develop a team.
- Attention to detail with a focus on Health and Safety.
- Proficiency in Microsoft Office and familiarity with inventory management or dispatch software is desirable.
- Experience and clear understanding of shipping and dispatch processes.
- Experience in a heavy engineering or manufacturing environment.
- Forklift certification or other relevant warehouse / shipping qualifications.
- Knowledge of lean manufacturing principles or continuous improvement methodologies

Personal attributes and other requirements

- As a defence contractor, we have a number of security obligations placed upon the company, which means that all our staff must be able to successfully achieve the relevant security clearances.
- Holds a valid UK driving licence.
- A passion for working in engineering/defence environment.

Working Conditions

- Mainly site based – Newcastle Upon Tyne