

Warehouse Manager

Location	Droitwich, WR9 ONS (FCF HQ)
Reports to	Head of Logistics
Manages	Warehouse Supervisor and warehouse operatives, growing as we expand
Contract	Full time, permanent
Hours	05:00 to 14:00, Monday to Friday
Salary	£35,000–£45,000 (DOE), plus company vehicle

About Falcon Contract Flooring

Falcon Contract Flooring is a family-run flooring contractor and one of the top 10 contract flooring companies in the UK. We started in 1984 with two people and a van, serving the local area around Birmingham. Today we work with major hotel chains, restaurants, retirement homes and hospitals across the UK, from our HQ and 30,000 sq ft warehouse in Droitwich. We're growing, and the warehouse team is growing with us.

This is not a normal warehouse. We don't pick and pack small parcels. We stock every type of floor covering, including carpet rolls, carpet tiles, LVT, vinyl, safety flooring, adhesives and trims. We cut it, lift it, load it and sweat doing it, sending out 15 to 20 loads a day. It's hard and sometimes it's brutal.

The role

This is a new role. We need someone who's run a warehouse before and is strong enough to set the standard and hold it every single day. You'll own the warehouse: the team, the stock, the cutting schedule and health and safety.

You'll be hands-on. Expect about 75% of your time on the warehouse floor and 25% at a desk. Because the role is new, you'll have room to shape it, bring fresh ideas and build the reporting we need.

The real challenge

Our biggest problem isn't systems or space. It's standards. We need a manager who will:

- Set clear rules and make sure everyone follows them
- Be firm and tell people no when needed
- Drive change, own it and stick to it
- Do this consistently, every day, without letting things slip

If you're comfortable being the one who says "those are the rules, play by them", you'll do well here.

How it fits together

Commercial win the job and get a purchase order. It's handed over to Projects, and Procurement buys the materials. When the materials land, you take over. You book goods in, schedule the cutting runs and make sure everything is cut, picked and ready to load on time. You'll mostly work with Logistics, the Projects team and Procurement, not with fitters and estimators.



The warehouse team structure is: Head of Logistics, then Warehouse Manager (you), then Warehouse Supervisor, then Warehouse Operatives.

What you'll be responsible for

People and standards

- Lead, manage and motivate the warehouse team, including line managing the Warehouse Supervisor
- Recruit and train new starters and develop the existing team
- Report to the Head of Logistics on the morning load: who was late, who didn't turn up and who wasn't in the right PPE
- Enforce PPE and dress standards. No trainers, boots on, no exceptions
- Set weekly targets and own the team's KPIs

Production and stock

- Plan and schedule cutting runs, usually 3 days a week, sometimes 5
- Make sure picking is done on time, alongside the cutting workload
- Keep the warehouse about two weeks ahead of demand
- Book goods in correctly, make sure deliveries are signed for properly and put away in the correct locations
- Run a solid stock rotation process to minimise waste, especially offcuts
- Take full control of stock and stock takes, keeping Sage Intacct, Dynamics 365 and our spreadsheets accurate

Health, safety and housekeeping

- Own health and safety across the warehouse and the 100-metre yard
- Make sure hazards are dealt with quickly
- Make sure the warehouse is clean and tidy before the team leaves at 2pm

Improvement

- Build clear reporting on what's happening and when
- Keep reviewing how we work and recommend changes that make us more efficient
- Help us choose and bring in new systems as we grow

You won't handle purchasing, delivery scheduling, budgets or system setup.

How we'll measure success

We'll judge you on the basics, done right every day:

- Everyone is in the right boots and PPE from the first load
- Loads go out on time, every morning
- Communication is clear and concise
- Cutting and picking are done in the right time frames
- Weekly targets and team KPIs are hit
- Waste and offcuts are kept to a minimum
- The warehouse is swept, clear of plastic and tidy at 2pm

Falcon Contract Flooring Sales Ltd

FCF HQ: Unit 101 Potter Space| Kidderminster Road | Cutnall Green | Droitwich | WR9 0NS
Tel: 01527 919-988 Email: Sayhello@falconcontractflooring.com
Company Number: 04854590 VAT Number: 660 8076 31



- Stock is accurate when we check it
- Clear, reliable reporting to the Head of Logistics

What we're looking for

Essential

- Proven experience managing a warehouse team
- Strong enough to set standards, enforce rules and stay consistent
- Hands-on and happy to work on the floor alongside the team
- Comfortable with Microsoft Office, especially Excel
- Full UK driving licence

Desirable

- Counterbalance or reach forklift licence
- IOSH or NEBOSH
- Experience in flooring, construction or building materials
- Experience setting up warehouse reporting from scratch

Experience matters more than qualifications.

What you get

- £35,000–£45,000 salary
- Company vehicle
- 05:00 to 14:00, Monday to Friday
- 20 days holiday plus bank holidays
- Your birthday off, paid
- Death in Service (4 x salary)
- Income Protection: after 6 months' service, 80% of basic salary covered if you're off sick or injured for more than 13 weeks
- Pension (4% employer contribution)
- All PPE and uniform provided
- Ongoing training
- Grand Plan team bonus from day one: hit team targets and unlock 2–5% a month
- Winner of the Week (£50 voucher) and a Fat Friday team lunch every month
- A new role you can shape, in a family-run business that's growing

Who we are

Our purpose: We Give a Shit!

Our two rules:

1. Give a shit!
2. Refer to rule number one!

Our mission: To build a great business.





Our values:

- **We care.** About each other, our business, our environment, our community and our customers. They're the heart of the Falcon family.
- **We take ownership and give freedom to succeed.** You'll make great things happen and own the outcome.
- **We win, learn and celebrate together.** Learn from mistakes, and celebrate success as an individual and as a team.

How to apply

Apply using the form on our website, or email your CV to sayhello@falconcontractflooring.com.

Falcon Contract Flooring is an equal opportunities employer. We welcome applications from everyone and make hiring decisions based on skills, experience and fit with the role.

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