



Skills England

Standard Draft Preview

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Standard in development L4: Warehouse manager Version 2.0

Title of occupation

Warehouse manager

UOS reference number

ST1494

Core and options

No

Level of occupation

Level 4

Occupational maps data

Route: Transport and logistics

Pathway: Logistics

Cluster: Supply chain operative or technician

Typical duration of apprenticeship

12 months

Resubmission

No

Would your proposed apprenticeship standard replace and existing framework?

No

Does professional recognition exist for the occupation?

No

Regulated occupation

Is this a statutory regulated occupation?

No

Occupational summary

This occupation is found in various industries that require storage and distribution of goods. These include retail, where they manage warehouses that store products for retail stores, ensuring timely delivery to meet customer demand. In manufacturing, they oversee the storage of raw materials and finished products, coordinating with production schedules. In logistics and distribution, they work in large distribution centres that handle the movement of goods for multiple clients, often involving complex logistics operations. In e-commerce, they manage fulfilment centres that handle online orders, ensuring quick and accurate dispatch to customers. In wholesale, they oversee warehouses that store bulk goods for sale to retailers or other businesses. Warehouse managers are found in businesses of various sizes, from large multi site organisations to small and medium enterprises.

The broad purpose of the occupation is to ensure the efficient receipt, storage, and dispatch

of goods, maintaining optimal warehouse operations to support the supply chain. This involves managing inventory, coordinating logistics, and upholding safety standards to ensure that products are available when needed and customer satisfaction is achieved. To achieve this, Warehouse Managers oversee the entire process of goods handling within the warehouse. They manage the receipt of incoming goods, ensuring they are accurately logged and stored in the appropriate locations. They coordinate the storage layout to maximize space utilization and streamline the picking process. They also oversee the dispatch of goods, ensuring orders are fulfilled accurately and on time. Throughout these processes, they maintain accurate inventory records, conduct regular audits, and implement strategies to improve efficiency and reduce costs. Warehouse Managers typically work in industrial environments, such as warehouses, distribution centres, and storage facilities. These settings can range from small storage units to large, automated centres. The work environment may involve exposure to varying temperatures, working at heights, and operating heavy machinery. Shift work, including nights and weekends, is often required to meet operational demands. Warehouse Managers are required to comply with statutory licensing requirements, which may include certifications in warehouse management, health and safety regulations, and the operation of specific equipment such as forklifts

In their daily work, an employee in this occupation interacts with warehouse Managers interact with a variety of stakeholders. These include warehouse staff, such as supervisors and warehouse associates, as well as external parties like suppliers, vendors, and customers. They also collaborate with other departments within the organization, such as logistics, procurement, and sales, to ensure seamless operations.

An employee in this occupation will be responsible for a wide range of tasks, including managing and overseeing the receipt, storage, and dispatch of goods. They maintain accurate inventory records and ensure stock levels are optimised. They implement and enforce safety and security procedures within the warehouse, supervise and train warehouse staff to ensure high performance, and coordinate with logistics providers to ensure timely delivery of goods. They also conduct regular audits and inspections to maintain quality standards and utilise warehouse management systems to streamline operations and improve efficiency

Are there any statutory / regulatory or other typical entry requirements?

No

Occupation duties

DUTY	KSBS
Duty 1 Deliver internal and external customer service to meet agreed contracts, as per organisational requirements.	K2 K14 K15 K20 K25 K29 K30 K38 K39 K43 S1 S10 S11 S12 S13 S16 S17 S27 S30 B4 B7
Duty 2 Comply with relevant industry standards, legislation and regulations, compliance obligations and environmental impact.	K1 K2 K10 K14 K15 K20 K22 K25 K27 K28 K30 K34 K35 K36 K37 K38 K39 K41 K42 K43 S2 S7 S9 S10 S17 S18 S19 S24 S28 S29 S30 B1 B2 B4
Duty 3 Manage the day to day operational performance of warehouse.	K2 K8 K10 K16 K17 K21 K26 K30 K31 K32 K34 K36 K37 K38 S2 S6 S9 S10 S11 S14 S20 S21 S22 S23 S26 B1 B4 B5 B6 B7
Duty 4 Organise and plan the use of resources, for example, staff, Material handling equipment (MHE), equipment, scheduled maintenance and repairs considering budget.	K4 K7 K10 K11 K12 K17 K19 K22 K23 K26 K30 K31 K34 K36 K38 S2 S9 S10 S11 S14 S16 S21 S22 B3 B4 B5
Duty 5 Communicate to the team members to deliver essential information, advice and guidance including pre, ongoing and post shift briefings.	K30 K31 K32 K37 K39 S6 S10 S11 S22 S23 B1 B4 B5 B7
Duty 6 Manage workforce competency and behaviours and professional development requirements, ensuring compliance with regulations.	K14 K17 K18 K27 K29 K30 K33 K35 K36 K37 K38 K39 S10 S11 S15 S21 S22 S25 S26 B1

Duty 7 Identify opportunities to improve organisations processes and practices.	K16 K30 K35 S15 S20 S25 B3 B4 B6 B7
Duty 8 Contribute and support to the onboarding process of warehouse personnel.	K31 K34 K37 K38 K39 S2 S24 B4
Duty 9 Oversee the receipt of goods in.	K3 S1
Duty 10 Oversee the put away and storage of goods.	K6 K10 S2 S6
Duty 11 Oversee the replenishment, picking, decanting or packing of goods.	K5 K8 S3
Duty 12 Oversee the despatching of goods out.	K6 S4
Duty 13 Oversee reverse logistics operations.	K9 S5
Duty 14 Supervise or support stock management activity.	K13 S8
Duty 15 Manage safety checks of storage systems, and material handling equipment, in line with manufacturer's instructions and organisational procedures.	K7 K11 K12 K30 S7 S19
Duty 16 Supervise the process of customer specific requirements.	K30 S17 S20 B4 B6 B7

Duty 17 Ensure the security of the warehouse and goods are maintained.

K10 K24 K30 K40 K41

S20 S27

B1

KSBs

Knowledge

K1: The history of warehousing and their location and design.

K2: Warehouse functions, types and concepts for example lean warehousing, cross docking.

K3: The goods in process; receipt of goods to organisational standards and disposal.

K4: Principles and procedures for safe loading and unloading goods, for example vehicle weight limits, load distribution and stacking, securing the load and the use of material handling equipment (MHE) in the warehouse.

K5: Replenishment, picking and packing principles and techniques.

K6: Dispatch principles and techniques.

K7: Types of vehicle and loading devices, for example tail-lifts, scissor lifts and dock levellers to support goods out processes.

K8: Principles and practices of value-added services for example kitting, decanting, bundling, relabelling.

K9: Principles and procedures of reverse logistics for example returned, reusable packaging, resale, damaged, warranty or surplus items.

K10: Different types of storage and the procedures to nominated warehouse locations.

K11: Types of equipment used within the warehouse and their intended purpose for example vehicle, mechanical handling equipment.

K12: Service and maintenance requirements for Mechanical Handling Equipment and Lifting Operations and Lifting Equipment Regulations (LOLER).

K13: Principles and techniques of inventory processes and stock management.

K14: The organisational and sector digital toolkits and systems used within the warehouse environment including IT.

K15: Sector specific documentation: methods and requirements - electronic and paper.

K16: Principles and types of automation within a warehouse and the impact it will have.

K17: Principles of outsourcing and insourcing and the benefits and barriers of each? For example, third party logistics.

K18: The organisations customer service standards including, stakeholders, customer specific service level agreements (SLA's), key performance indicators (KPIs) and contractual obligations.

K19: Resource management considerations: efficiency, cost, quality, safety, security, society and environmental impact.

K20: Organisational strategy and objectives and how this impacts on their team.

K21: Principles and techniques of operational performance management.

K22: Different categories of support functions, their role, their purpose and their status. For example sales, human resources, engineering and finance.

K23: Financial awareness: for example cost management, return on investments and assets, financial statements, profit and loss accounts and balance sheets.

K24: The types of insurance relating to Warehouse operations.

K25: Commercial and contractual agreements: including standard terms and third party logistic charges (3PL).

K26: The technological developments and advancements within the Warehouse sector and their potential impact.

K27: Regulations and legislation that are relevant to the warehousing sector, including Health and safety regulation.

K28: Regulations and legislation that are relevant to the warehousing sector, including Health and safety regulation.

K29: The purpose of their role within the organisation, including their level of responsibility and accountability and when to escalate tasks and issues and to whom.

K30: Principles of leadership and management: Management, teamwork and problem-solving tools and techniques.

K31: Planning, prioritising, work scheduling and time management techniques

K32: Verbal and written communication techniques. Giving and receiving information. Adapting style to audience. Plain English principles. Barriers in communication and how to overcome them. Sector specific terminology.

K33: Wellbeing and mental health awareness.

K34: Principles of equity, diversity, and inclusion in the workplace and the use of workplace adjustments. Unconscious bias.

K35: Sources of continuing professional development (planned and unplanned) and recording methods.

K36: Workforce management techniques and measurement. For example, underperformance, counselling and disciplinary procedures.

K37: Current employee rights and responsibilities for example, temporary workers, agency workers, current and proposed legislation.

K38: Work contracts for the various categories of worker employed by Warehouse organisations for example, form of the contracts, obligations of the parties, working conditions and working hours, paid leave, remuneration, breach of contract.

K39: Principles and processes of organisational HR policies for example recruitment and selection.

K40: Principles and practices of warehouse security.

K41: Principles and techniques for using organisational and sector information technology and digital systems, complying with General Data Protection Regulation (GDPR) and cyber security requirements.

K42: Sustainability: current practices and developments in the sector.

K43: Waste management strategies.

Skills

S1: Apply techniques and processes for receipt of goods to organisational standards and disposal.

S2: Apply principles and procedures to monitor and report safe loading and unloading of goods.

S3: Apply techniques and principles for replenishment, picking and packing of goods

S4: Apply techniques and principles for dispatching of goods.

S5: Apply principles and procedures to lead and review the process for reverse logistics.

S6: Apply storage procedures to the nominated warehouse locations.

S7: Comply with regulations and requirements to support the reporting of maintenance and inspection of the vehicle or equipment.

S8: Monitor, carry out and record stock management activities.

S9: Operate organisational and sector digital toolkits and systems used within the warehouse environment.

S10: Record or enter sector specific information - paper based or electronic.

S11: Applies principles to make informed decisions of knowing when and what to outsource and insource.

- S12:** Manage client relationships where work has been outsourced, monitoring and reviewing performance.
- S13:** Apply the company's service standards by working collaboratively with internal and external customer services.
- S14:** Identify, organise, and use resources to complete tasks.
- S15:** Review, measure and monitor the performance data of warehouse operations.
- S16:** Interpret a profit and loss accounts and balance sheets.
- S17:** Comply with commercial and contractual agreements.
- S18:** Comply with sector procedures in line with warehouse regulations and legislation including health and safety.
- S19:** Review and create risk assessments, method statements and safe systems of work and apply control measures.
- S20:** Make decisions for matters they are accountable for and escalate those that are outside of their responsibility to relevant person.
- S21:** Apply the principles of leadership and management tools and techniques.
- S22:** Plan, prioritise and schedule daily and weekly work activities for self and others.
- S23:** Communicate with others verbally and in writing for example, with internal and external stakeholders adapting style for audience and using sector specific terminology.
- S24:** Apply and promote policies and practices to support equity, diversity and inclusion.
- S25:** Plan and undertake Continued Professional Development (CPD) including performance development reviews and appraisals for self and others to meet personal and organisational development. Evaluate CPD outcomes against any plans made.
- S26:** Apply workforce management techniques to agree objectives and work plans with teams or individuals.
- S27:** Comply with security measures in line with organisational policies.
- S28:** Comply with GDPR and cyber security regulations and policies.
- S29:** Apply sustainable development principles.
- S30:** Apply and manage waste management strategies.

Behaviours

- B1:** Take responsibility for own obligations for health, safety and welfare issues.
- B2:** Act professionally, considers their organisation's operational, ethical, safety and sustainability priorities.

B3: Recognise limitations, seek input from others and escalate issues when required.

B4: Collaborate within teams, across disciplines and with internal and external stakeholders.

B5: Respond and adapt to work demands and situations.

B6: Committed to maintaining and enhancing competence of self through Continued Professional Development (CPD).

B7: Customer focus prioritising their needs and expectations.

Qualifications

English and maths

English and maths qualifications must be completed in line with the apprenticeship funding rules.

Does the apprenticeship need to include any mandated qualifications in addition to the above-mentioned English and maths qualifications?

Yes

Other mandatory qualifications

Warehouse Manager CPC

Level: 2

Additional information: Accredited by Chartered institute for Logistics and Transport (CILT) who are Ofqual regulated

Consultation

Regular group meetings with a range of stakeholders including Employers, Trade association, Awarding organisations and providers. Group worked hard to ensure the KSBs provide full coverage and map fully to the Warehouse Manager CPC.

Route panel were also very supportive of the Warehouse manager CPC as is recognised as much needed to help competency and improve progression opportunities within the sector.

Progression routes

ST0385 Operations manager - v1.4 (defunding notice) L5

ST0471 Express delivery manager (degree) v1.1 L6

ST0411 Project manager (integrated degree) - v1.0 L6

ST0556 Improvement leader - v1.0 (defunding notice) L6

ST0480 Senior leader - v1.2 L7

Supporting uploads

Mandatory qualification uploads

Mandated degree evidence uploads

Professional body confirmation uploads

Subject sector area

7.2 Warehousing and distribution