

MACKNADE

JOB DESCRIPTION

Post: Stock Controller

Reports To: Shop Floor & Stores Manager

Role Summary

To support the effective management of stock control, goods-in operations, and warehouse activities at the Faversham site, ensuring stock accuracy, operational efficiency, and excellent support for the wider business.

Key Responsibilities

Stock Control & Inventory

- Manage stock movements across the business, ensuring accuracy and investigating discrepancies.
- Coordinate stock transfers between departments and locations.
- Maintain stock integrity through rolling counts, stock takes, and low/zero stock procedures.
- Analyse and report on stock control KPIs, identifying opportunities to improve accuracy and reduce stock loss.
- Process stock adjustments and communicate findings to relevant teams.

Goods In & Supplier Management

- Oversee the receipt, checking, and processing of all goods delivered
- Ensure deliveries are accurately recorded and processed within agreed timescales.
- Liaise with suppliers to resolve delivery issues and follow up on late orders.

Systems & Operational Support

- Act as a key user of the EPOS system, supporting stock-related processes and data accuracy.
- Work with the Buying Team to maintain accurate product and stock data.
- Support the day-to-day operation of the warehouse, ensuring efficient storage and movement of goods.
- Maintain clean, organised, and safe warehouse and storage areas.
- Take a hands-on approach to unloading, moving, and storing stock as required.
- Work closely with retail teams to support stock replenishment and product availability.

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Health, Safety & Culture

- Comply with all company policies, procedures, and legislative requirements, including Health & Safety, Food Hygiene, and Data Protection.
- Promote safe working practices and ensure warehouse equipment is used correctly.
- Champion Macknade's vision, values, and commitment to delivering an outstanding customer experience.
- Participate in training and development activities.
- Demonstrate professional and positive behaviours in line with the Staff Code of Conduct.
- Undertake any other reasonable duties as required.

PERSON SPECIFICATION

Essential

- Experience in a warehouse, logistics, stock control, or retail stock management environment.
- Previous experience supervising or leading a small team.
- Good understanding of stock control and inventory management processes.
- Strong organisational skills with excellent attention to detail.
- Ability to work accurately and efficiently in a fast-paced environment.
- Competent using EPOS, stock management, or similar systems.
- Strong communication and interpersonal skills.
- A proactive, hands-on approach to work.
- Commitment to excellent customer service.
- Interest in high-quality food and drink and the Macknade brand.

Desirable

- Experience with stock control software or ERP systems.
- Forklift licence or certification.
- Experience within food retail, hospitality, or FMCG environments.

Key Behaviours

- Positive and professional attitude.
- Strong attention to detail.
- Reliable and accountable.
- Team-focused and collaborative.
- Flexible and adaptable.
- Committed to continuous improvement.