



## Despatch Supervisor

### Job Specification



# About Fileder

Fileder Filter Systems Ltd is an ambitious and forward-thinking SME with over 40 years of expertise in the filtration industry. As independent specialists in the supply of liquid filtration and treatment solutions, we are proud to serve a diverse range of industries. Our filtration systems are trusted by some of the world's most prestigious brands, including Coca-Cola and McLaren, and are widely used across sectors such as food and beverage, pharmaceuticals, engineering, automotive, beauty, aquatics and healthcare.

At Fileder, we take pride in being a company that's "easy to work with", offering tailored solutions and exceptional customer service. Our reputation for excellence has been earned through our commitment to quality and global business partnerships. Our dedication to ensuring the highest standards for our clients is reflected in our £6 million stockholding, technical support systems, comprehensive training programmes, and state-of-the-art laboratory facilities.



**40+ years**  
as a filtration  
expert



**4,500 customers**  
across the UK & Europe



**£6 million**  
of stock held



**97%**  
of orders despatched  
the same day



**20+ years**  
of ISO 9001  
Certified

Located in Maidstone, Kent, our modern and open-plan offices are equipped with an exceptional range of amenities, including free on-site parking, a chill-out room, a fully equipped kitchen, a gym and wellbeing suite, and changing rooms with showers. We're also committed to sustainability, with solar panels installed in 2022 and a fleet consisting of 95% electric vehicles. Fileder has achieved ISO 14001 Environmental Certification, underscoring our commitment to reducing our environmental impact.

Our office hours are 9:00am to 5:30pm, although some departments operate on flexible schedules. We offer a range of employee perks and place a strong emphasis on professional growth and development, as well as a welcoming and positive working environment. It is important to us that our employees feel valued and have access to continuous learning, excellent benefits, and career progression opportunities.

Fileder consists of three entities: A UK holding company and two subsidiaries (UK and Poland).



## Position Overview

<b>Job Title:</b>	Despatch Supervisor
<b>Department:</b>	Operations
<b>Reports to:</b>	Operations Manager
<b>Hours:</b>	Full-time, minimum 37.5 hours per week (Office hours: 9.00-17.30)
<b>Annual Leave:</b>	25 days + bank holidays + long service awards
<b>Location:</b>	On-site, Fileder Filter Systems Offices, Maidstone
<b>Benefits:</b>	<a href="http://www.fileder.co.uk/careers">www.fileder.co.uk/careers</a>

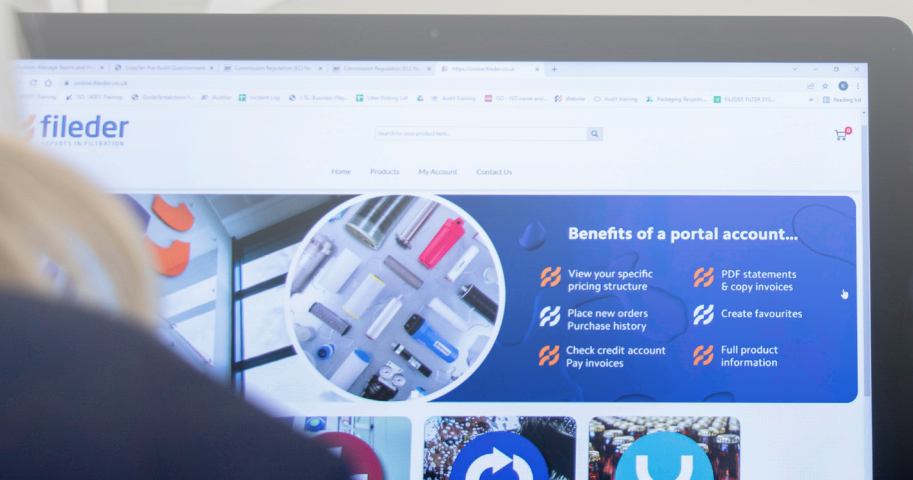
Are you a proactive, organised and reliable person, with experience in despatch operations? We are seeking an enthusiastic Despatch Supervisor to join our Operations Department. The department ensures the effective maintenance and development of production, technologies and facilities across all company entities, driving optimal functions and logical solutions across the business.

Within the Despatch Team, the successful candidate will have the opportunity to develop their skill set in a collaborative environment dedicated to achieving high operational standards and contributing to business success.

## Job Role

Reporting to the Operations Manager, the Despatch Supervisor oversees the smooth operation of the Despatch team, ensuring excellent customer satisfaction. The team processes over 100 orders daily, with 90% requiring next-day delivery, primarily to UK destinations, all of which must be delivered securely and on time.

The Despatch Supervisor ensures accurate and efficient order fulfilment, managing the preparation of goods for shipment, ensuring correct documentation, and maintaining well-equipped packing stations. The role is responsible for supervising the team, overseeing despatches, and ensuring the correct carrier is selected for each consignment, including individual items, boxes, and pallets.



## Key Responsibilities

- Supervise the daily activities of Despatch personnel to maximise productivity and maintain high standards. Conduct performance reviews and appraisals for Despatch staff as needed.
- Inspect all items/consignments and packaging prior to despatch, ensuring goods are of the highest quality before leaving the building and reaching customers.
- Ensure the efficient and accurate preparation of goods for shipment, with secure packaging.
- Ensure compliance with health and safety guidelines, including Reach Forklift Licence holders comply with regulations for forklift duties.
- Ensure despatch and carrier documentation is accurately prepared, recorded and collated.
- Uphold processes to ensure non-conformances are documented and investigated, and corrective actions are implemented.
- Maintain good housekeeping in the despatch area and monitor the supply of packaging materials, reporting shortages as needed.
- Report ideas, concerns, or issues to the Operations Manager.
- Complete end-of-day procedures, including staying additional hours as required.
- Attend regular meetings with the Operations Manager to discuss improvements and potential changes.
- Assist in other areas of the warehouse as directed by management.
- Consistently uphold company policies, values and procedures.

## Required Skills and Qualifications

- Experience of supervising staff in a similar environment, including conducting reviews/appraisals.
- Exceptional attention to detail to minimise errors and ensure safe working practices.
- Strong verbal communication skills with the ability to supervise the Despatch Team and build positive relationships with carrier companies.
- Ability to remain focused on achieving high standards and implementing measures to improve efficiencies.
- Reach/Counterbalance Forklift Truck Licence is advantageous.
- The ability to undertake physical and manual handling tasks.
- Motivated, responsible and an efficient problem-solver.
- Knowledge of health and safety procedures.
- Significant knowledge of ISO standards.
- Ability to prioritise effectively, assist colleagues when required and follow instruction from management closely.
- Must be eligible to work in the UK.

