



Finished Goods WMS Key Super User

job description

the finer details

Which site am I based at?

Acorn House and Isleport Campus

Which team am I a part of?

Empowering Yeo Programme

Who do I report to?

Finished Goods WMS SME

Who do I work with?

Finished Goods WMS SME, site warehouse teams, wider programme team and programme delivery partners

Do you have a responsibility for a budget?

No

qualifications & experience

Essential:

- ♥ Strong experience of finished goods warehousing, including stock control, picking, despatch, inventory accuracy and warehouse flow in a fast-paced manufacturing or logistics environment.
- ♥ Strong knowledge of warehouse processes and best practice, with the ability to translate

the purpose of your role

Yeo Valley Production aims to Nurture & Nourish People & Planet by Making Great Food the Right Way. Forever.

Act as a key operational champion for the Finished Goods Warehouse Management System (WMS) implementation across Isleport within the Empowering Yeo programme. Working closely with the Finished Goods WMS SME, support design, testing, deployment readiness, training and adoption from design through go-live and hypercare, ensuring the solution reflects operational needs, standard ways of working and industry best practice across the campus.

Key responsibilities:

Key responsibilities and accountabilities aligned to our long-term Strategic Aims:

Passionate People

Building on the strengths of the family feel and culture across the organisation by

- ♥ Champion the Finished Goods WMS change across the warehouse teams by building engagement, confidence and commitment to standard ways of working.
- ♥ Maintain the brilliant fundamental basics of Health and Safety and Food Safety in all that we do.
- ♥ Support the Finished Goods WMS SME by providing practical warehouse insight and helping colleagues adapt to new processes and system changes.
- ♥ Role model the leadership behaviours committed to our co-owners by taking responsibility, being fair and always aspiring to be the best version of ourselves.

Good Food for All

Developing and influencing better ways of working by

- ♥ Support the Finished Goods WMS workstream from design through go-live and hypercare, aligned to the wider Empowering Yeo roadmap.
- ♥ Contribute to design workshops, process reviews and testing activity to help define practical, standard warehouse ways of working.
- ♥ Support a smooth transition to BAU by helping establish the super user network, process ownership and a clear support model post go-live.
- ♥ Drive adoption across warehouse teams through structured communication, role-based training and visible on-site support.

Most Sustainable Food

Enable more sustainable and efficient warehouse operations by embedding standard processes, improving stock accuracy and reducing waste through consistent adoption of Finished Goods WMS ways of working.

- ♥ Work with warehouse teams to help create and embed clear, standard ways of working across Isleport using WMS-enabled processes.

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operational requirements into clear, standardised ways of working.

- ♥ Experience supporting workshops, testing activity and process reviews to help shape practical solutions in a live operational environment.
- ♥ Experience developing SOPs, training materials and coaching end users through system and process change.
- ♥ Strong understanding of warehouse data, stock integrity, master data and the controls required to support accurate system transactions and reporting.
- ♥ Good communication, problem-solving and stakeholder engagement skills, with a structured and practical approach to change.

Desirable:

- ♥ Experience of Warehouse Management Systems, scanning solutions and the latest warehousing picking technology.
- ♥ Knowledge of current Yeo Valley finished goods warehouse processes, system and data flows across site.
- ♥ Experience working with external delivery partners across requirements, design, testing and go-live.
- ♥ Experience contributing to testing, cutover and hypercare activities for operational system change.

- ♥ Support stronger stock accuracy, improved transaction discipline and reduced operational waste through consistent process adoption.
- ♥ Help maintain data quality and governance for warehouse-critical processes so stock, transaction and operational reporting remain trusted and useful.

Proudly Independent

Build co-owner confidence and capability by making the warehouse system change practical, well-supported and continuously improved after go-live.

- ♥ Make the warehouse voice visible by capturing feedback and best practice from operational teams and converting it into standard processes and improvements.
- ♥ Support end users to understand and adopt the new ways of working by providing clear communication, hands-on training and visible on-site support.
- ♥ Act as a local operational voice in design and support discussions, balancing standardisation with what will work in a live finished goods warehouse environment.
- ♥ Reinforce accountability post go-live by monitoring process compliance, stock accuracy and data quality, and coaching teams where standards slip.

Delivery responsibilities:

- ♥ Support the Finished Goods WMS SME in defining, documenting and embedding standard future-state warehouse processes across Isleport.
- ♥ Contribute operational input to design workshops and review sessions to ensure the solution works effectively in practice.
- ♥ Participate in business testing, defect triage and validation for finished goods warehouse processes.
- ♥ Act as a data owner for relevant warehouse data by supporting data extraction, cleansing, validation and cutover readiness.
- ♥ Help develop SOPs, training content and end-user guidance, and deliver or support role-based training across warehouse teams.
- ♥ Provide front-line support during cutover, go-live and hypercare, helping to stabilise the solution and reinforce standard ways of working.
- ♥ Capture feedback, identify improvement opportunities and work with the Finished Goods WMS SME to improve adoption and operational performance over time.

what good looks like for this role

Leadership Principles:

- ♥ **Everyone is the same;** We're all human, with similar needs
- ♥ **Humble, high performing leadership;** We don't rely on hierarchies and have high expectations of ourselves
- ♥ **Transparency;** We share as much information as possible
- ♥ **Listen first;** We actively seek feedback from as many colleagues as possible on our performance, the business and the work experience
- ♥ **Inclusivity;** We value the contribution that every individual can make - bringing different skills, perspectives, personalities and cultures to help our business flourish
- ♥ **Trust;** We have faith in each other to do the right thing

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- ♥ **Good humour and generosity;** Working here should be fun, we recognise the importance of small acts of generosity, celebrating success and focusing on the value of spend and not just the cost

Personal contribution attributes:

- ♥ **Insightful;** Substantiates intuition, vision and action with data led validation to provide compelling cases
- ♥ **Commercially astute;** Demonstrates an ability to prioritise both short and long term actions against an accurate assessment of organisational impact
- ♥ **Engaging;** Excellent listening, communication and influencing skills, in all environments; individuals, large groups and small teams
- ♥ **Collaborative;** works effectively with colleagues from across all levels and disciplines within the business
- ♥ **Motivational;** Displays energy and inner confidence which inspires others
- ♥ **Confident and assertive;** Drives action to yield improvement and address issues
- ♥ **Resilient and tenacious;** Overcomes obstacles and challenges to meet objectives
- ♥ **Stakeholder management:** Strong influence and communication skills to navigate organizational structure, from shop floor to board level
- ♥ **Technical knowledge:** Understanding of digital tools, data analysis and process redesign
- ♥ This role requires high availability across all programme phases, with peak time commitment during design, testing, cutover, go-live and hypercare.





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Date of last review:

Job reference no:

Job level:

Job family:

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