

## Position Description

<b>Position Title:</b>	Inbound Supervisor	<b>Date:</b>	February 2026
<b>Location:</b>	TFC, the Hastings area	<b>Reports to:</b>	TFC & Site Manager
<b>Department:</b>	TFC	<b>Direct reports:</b>	TFC Team Members

### Who we are:

Welcome to Ngahuia Retail, the retail arm of Tahua Group Ltd! We are the exciting home of three beloved New Zealand brands: Number One Shoes + Hannahs, Torpedo7 and The Outlet. In 2021, our vision to become the ultimate footwear destination was brought to life when we united Number One Shoes and Hannahs as 'One Team.' Through hard work and passion, we achieved remarkable success!

In 2024, our family grew as Torpedo7 joined the fold, further expanding our retail presence and challenging us to new heights. Embracing change and opportunity, we launched 'The Outlet' in 2025 – a value-focused brand that exemplifies our commitment to innovation and growth.

Together, these unique brands form Ngahuia Retail – a powerhouse of distinct identities, audiences, and propositions. United as One Retail Team, we strive for excellence while celebrating the individuality of each brand. Join us on this exhilarating journey, where collaboration and creativity drive our continued success!

### Why you'll love this role:

This is a hands-on leadership role right in the action of our warehouse environment. As **Inbound Supervisor** you'll lead the inbound and reverse logistics team to keep product flowing safely, accurately and on time. You'll be the person who brings calm, clarity and momentum to the day: setting priorities, coaching your team, and making smart calls that protect service, cost and compliance. If you enjoy leading people, working with operational partners, and improving the way work gets done (while living our values every day), this role gives you real ownership and impact.

### What you'll deliver in this role:

**People leadership and engagement:** You will line manage team members to achieve required standards and performance, including; coaching and mentoring, providing regular feedback, recognising and celebrating wins, completing performance reviews when required, supporting recruitment activities, and managing people related processes. You will be a role model for leadership behaviours and foster a high performing and engaging culture.

**Operational leadership:** You will lead the daily inbound and reverse logistics operation, ensuring a safe, productive process is followed across all activity in line with legal and business guidelines. You'll set the daily plan, allocate work, and keep the team focused on accuracy, timeliness and consistent execution—especially through devanning, receipting, stock put away and issue resolution.

**Health, Safety & Security:** You will promote and role model a strong health and safety culture, ensuring your own safety and that of others at work. This includes compliance with H&S systems and emergency procedures, prompt and accurate reporting of accidents, incidents and near misses, and maintaining high standards of hygiene and security across your areas.

**MPI compliance & inbound administration:** You will manage inbound administration processes, including container paperwork and MPI certification requirements. You'll maintain relevant site and team member accreditation in line with NZ MPI requirements, and work closely with MPI and related partners to ensure compliance is consistently met.

**Container movement & devanning performance:** You will oversee all container movement activity, working alongside freight forwarders and transport partners to ensure smooth flow and clear communication. You'll lead an efficient devanning operation that meets productivity targets and reduces exposure to container charges through delayed processing, while ensuring safe practices and high-quality outcomes.

**Receipting accuracy & issue resolution:** You will ensure timely receipting of Purchase Orders and Transfer Orders, and receipt stock in the WMS to the highest level of accuracy. You'll investigate and resolve receipting discrepancies and stock issues quickly, collaborating with the wider DC and business teams to prevent rework and protect availability.

**Stock put away and racking optimisation:** Lead and support the Inbound team to deliver timely, accurate put away of inbound stock into pick-face and bulk racking locations, maintaining high standards of location scanning accuracy. Working closely with the Operations Supervisor, ensure pick-face replenishment activities meet SLA requirements, enabling stock to be available in optimal picking locations.

**Labour planning, scheduling & payroll oversight:** You will manage labour to ensure volumes are delivered within budget, balancing business requirements. You'll oversee payroll-related tasks for your department and optimise how tasks are planned and executed with safety, cost and accuracy front of mind.

**Financial & KPI delivery:** You will manage operational KPIs and budgets to ensure cost-productive outcomes. You'll keep accountable OPEX costs aligned to budget, participate in cost reviews as part of the TFC leadership team, and continuously look for opportunities to improve cost per unit and operational efficiency.

**Continuous improvement & peak readiness:** You will identify and lead CI initiatives that deliver cost reductions and/or service level improvements, while maintaining a strong culture of meeting targets and deadlines. You'll support senior leadership with peak planning initiatives and work closely with other department heads to keep DC processes efficient and performing in line with (or better than) budget.

#### **What you'll bring to the role:**

- Proven leadership experience, ideally in a warehouse environment
- Strong understanding of warehouse management procedures and best practice
- Proven ability to lead teams to deliver safe, accurate, high-output results
- Strong computer skills and confidence working with systems and reporting
- Excellent communication skills (written and verbal) and confidence working with multiple stakeholders
- Strong leadership, multitasking and problem-solving capability in a fast-paced environment
- Strong people leadership skills: coaching, performance management, engagement and accountability
- Flexibility in approach and the ability to think on your feet and adapt to changing priorities
- Understanding of MPI processes and compliance requirements
- A continuous improvement mindset and confidence driving practical operational improvements

#### **Desirable**

- Forklift licence
- Experience with ERP systems and/or WMS
- Experience in inbound and reverse logistics management
- Container management experience