

Position Description

Position Title:	Outbound Supervisor	Date:	February 2026
Location:	TFC, the Hastings area	Reports to:	TFC & Site Manager
Department:	TFC	Direct reports:	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 high-energy leadership role in the heart of our warehouse environment. As **Outbound Supervisor**, you'll lead the outbound team to get orders out the door safely, accurately and on time. You'll bring pace, structure and pride to the floor, keeping the team focused on hitting SLAs while continuously improving how we work. If you enjoy leading people, solving problems in real time, and seeing the impact of great execution every single day, this role gives you real ownership—balancing safety, service, cost and culture (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 dispatch operation, ensuring a safe and productive process is consistently followed across all outbound activity in line with legal and business guidelines. You'll set priorities, allocate labour, and keep work flowing across outbound teams to deliver on service commitments and business requirements.

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.

Pick, pack, dispatch & SLA performance: You will be accountable for pick and pack activity to ensure orders across the business are processed efficiently and dispatched within specified SLAs. You'll maintain accuracy as a non-negotiable, and you'll resolve issues as they arise—working with the wider team to protect customer and store outcomes.

Freight carrier coordination & dispatch readiness: You will liaise with freight carriers to ensure pick-ups align with expected outbound output and dispatch schedules. You'll coordinate carrier requirements and operational readiness, including managing Chep pallet stocks to meet DC needs, and ensuring freight processes support timely, smooth collections.

Store and business communication: You will ensure all outbound-related store communications from the DC are delivered promptly and presented clearly, supporting strong relationships and clarity across the wider business.

Quality, error reduction & root cause improvement: You will work closely with the Operations Supervisor to ensure quality checks are completed on orders and that errors are investigated through root cause analysis. You'll drive actions that reduce repeat issues and lift accuracy and performance over time.

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, including freight spend optimisation. 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
- A continuous improvement mindset and confidence driving practical operational improvements

Desirable

- Forklift licence
- Experience with ERP systems and/or WMS
- Understanding of cost management and freight spend control
- Experience in DC outbound management